Iowa Department of Human Services DHS

CONSUMER CHOICES OPTION

Software Release Notification V1.0.0

This release notification covers:

- Selecting Self Direction
- Determining Budget amount
- Entering Individualized Budget

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Getting Started

Preliminaries

What Topics are Covered

The topics addressed in this software release notification primarily deal with the addition of the Home and Community Based Services (HCBS) Consumer Choice Option (CCO) to the Individualized Services Information System (ISIS).

The following topics are addressed:

- What is Consumer Choice Option?
- Who can choose to self-direct?
- How to establish a personal budget amount.
- How to enter an individualized budget.

This document assumes no knowledge for the FMSA workers; however, it does assume a case manager is familiar with HCBS consumers eligibility, program rules, and ISIS.

What this Document Contains

- Chapter 1, "Introduction to Consumer Choice Option" discusses what Consumer Choice Option (CCO) is and the roles of those involved in CCO.
- Chapter 2, "Selecting Services for Self-Direction" deals with converting traditional services to self-directed, modifying self-directed services and adding self-direction to a consumer.

- Chapter 3, “Consumer Choice Option Workflow” explains and demonstrates workflows Start New Initial Budget and Individual Budget Amount Changed.
- Chapter 4, “CCO Login and Consumer Search” discusses logging into the CCO application and how to find a consumer using the search capabilities in CCO.
- Chapter 5, “Entering the Individual Budget” shows how to add, edit and delete a budget item.
- Chapter 6, “Support Broker Identification” shows how to obtain contact information for Support Brokers.

Who Should Read this Document

- Case Managers who build services plans for Home and Community Based Service (HCBS) Programs.
- Financial Management Service Agency (FMSA) staff members.

What Tools Are Needed

This section deals with:

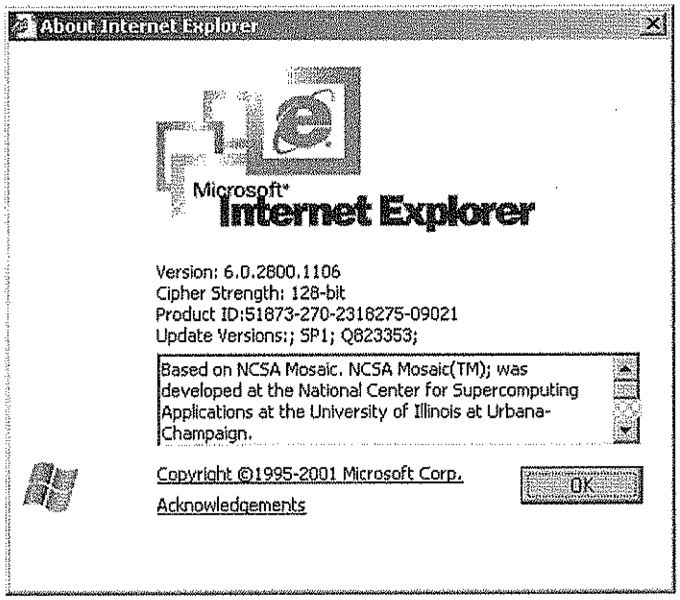
- Encryption cipher strength and browser version.
- Cookies.
- Enabling JavaScript.

Encryption and Version

Users should make sure that they are using Microsoft Internet Explorer 6.0 or later as their browser when using ISIS and CCO. To check version number, click on the Help menu in Internet Explorer, option “About Internet Explorer.” The version number should be 6.0.0 or greater. Contact Information Technology for help upgrading your browser if the browser’s version is less than 6.0.0 or you do not have Microsoft Internet Explorer installed.

The cipher strength of Internet Explorer should be checked as well. The cipher strength is used to produce encrypted communication messages and should be 128 bits. Contact Information Technology for help upgrading your browser if the cipher strength is less than 128 bits.

The next page shows the Internet Explorer dialog box that displays the current browser version and encryption or cipher strength.



Both the version and encryption cipher strength for the Internet Explorer browser can be found by going to the Help menu, option 'About Internet Explorer.' The above dialog box will appear on the screen showing the version and encryption standard also know as cipher strength. The version should be greater than 6.0.0 and the cipher strength should be 128-bit.

Cookies

In addition to cipher strength and version, the issue of cookies must be dealt with. Many Internet and Intranet applications use cookies as a means of recording information from one page to the next or from one execution of the application to the next. Cookies are small files that are created by the browser on the local machine. Information stored in cookies can be considered personal since it deals with the choices the individual user has made when running a particular Internet application. Since the information in a cookie may be considered personal, the issue of security is applied to cookies. Security can be changed from a total don't care if cookies are created to a total lock out of accepting the creation of new cookies and the prevention of reading any existing cookie.

Since cookies are a security matter, the Tools menu, option Internet Options, property page tab Privacy is accessed. The slider block on the property page controls whether cookies are totally locked out or not thought given to them.

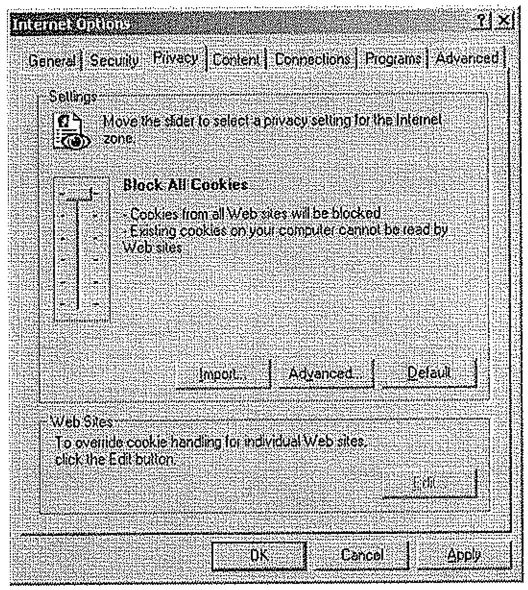
The following categories may be selected by moving the slider up and down. Locating the slider at the top blocks all cookies. Locating the slider at the bottom results in all cookies being accepted.

Category	What the Category Does
Block all cookies	• Cookies from all Web sites will be blocked • Existing cookies on your computer cannot be read by Web sites
High	• Cookies from all Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from all Web sites that use your personally identifiable information without your explicit consent will be blocked
Medium High	• Cookies from third-party Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from third-party Web sites that use your personally identifiable information without your explicit consent will be blocked • Cookies from first-party Web sites that use your personally identifiable information without your implicit consent will be blocked
Medium	• Cookies from third-party Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from third-party Web sites that use your personally identifiable information without your implicit consent will be blocked • Cookies from first-party Web sites that use your personally identifiable information without your implicit consent will be deleted from your computer when you close Internet Explorer
Low	• Cookies from third-party Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked • Cookies from third-party Web sites that use your personally identifiable information without your implicit consent will be deleted from your computer when you close Internet Explorer
Accept all cookies	• All cookies will be saved on your computer • Existing cookies on your computer can be read by the Web sites that created them

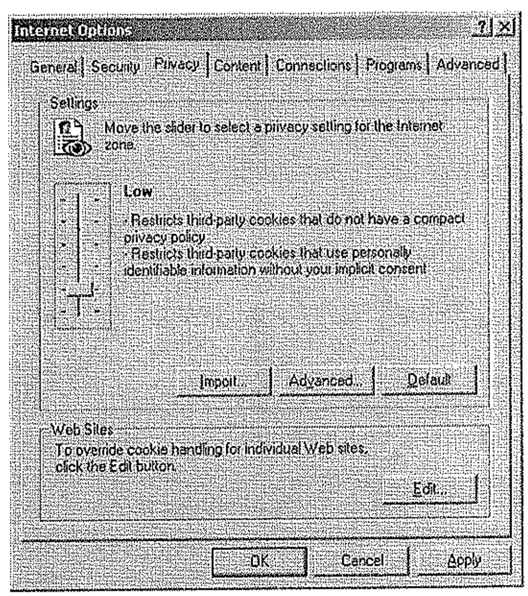
Settings Low and Medium are recommended for ISIS

The following two screens show the Internet Options dialog box that appears when Tools → Internet Options is selected from the Internet Explorer browser main menu.

Slider appears at the top of the slider. Maximum security is invoked in this position. No cookie will be accepted from any source. Cookies that already exist on the local machine cannot be read by a requesting application.



The low or medium security setting is recommended for the ISIS application. To achieve a low or medium setting move the slider down near the bottom of the slider.



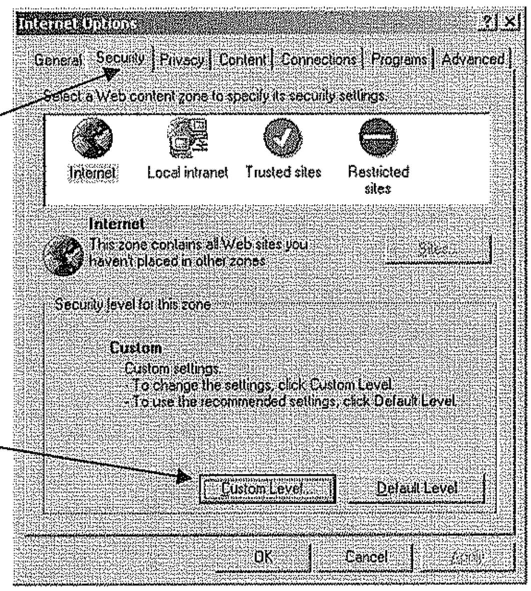
<u>After setting the slide bar to the correct position, click Apply and Ok.</u>

Enabling JavaScript

Like many Internet and Intranet applications, ISIS and CCO use JavaScript as a scripting language. JavaScript is rarely turned off. JavaScript being turned on is the default for Internet Explorer and most other browsers.

To check that JavaScript scripting is turned on or to turn scripting on begin by going to the Tools menu, option Internet Options in Internet Explorer. The following property page appears on the screen. Select the Security tab. Then click the Custom Level button.

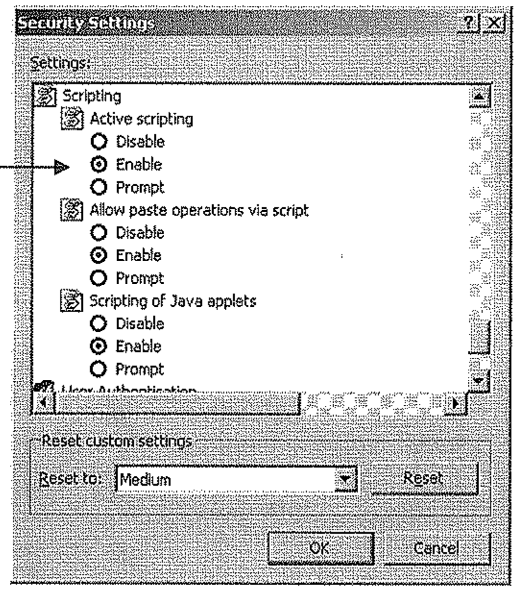
Select the Security tab on the Internet Options property page dialog box.



Click on the Custom Level button to bring up another dialog box that shows various options. See the next page.

After clicking on the Custom Level button, the following dialog box appears on the screen in addition to the Internet Options dialog box. Scroll the option setting list view down until you find Scripting. Option Active Scripting controls whether JavaScript is enabled or disabled.

Click on Enable radio button to turn active scripting on



Set Scripting → Active Scripting to Enabled so JavaScript will run. JavaScript must be enabled for ISIS and CCO to operate correctly.

Chapter One

Introduction to Consumer Choice Option

What You Can Expect to Learn

- Consumer Choice Option (CCO) is a new service offered by HCBS.
- Services can be supplied by traditional or non-traditional means.
- Clients can choose to convert services from traditional to self-directed.
- Roles of individuals involved in Consumer Choice Option.

Consumer Choice Option

Consumer Choice Option (CCO) is a new service offered by Home and Community Based Services (HCBS). This service allows clients to either receive their approved service from a State approved vendor or to self-direct and replace traditional services with self-direction using a cash account at a financial management service agency to fund services provided by a non-Medicaid provider. An example would be the sourcing of meals from a neighbor or local restaurant instead of using Meals on Wheels. Advantages of the CCO program include more personalized service, better fit of service to client's tastes and needs, personal choice for the client. The program is intended to be budget neutral to the state.

Not all services supplied by HCBS are eligible for being self-directed under CCO. In general, non-skilled services can be self-directed while Medicaid providers must provide services that require the services of a licensed medical or other professional. Six HCBS programs have services that have been identified as eligible for self-direction.

When a traditionally supplied service is self-directed a budget amount must be determined and the client then uses that budget amount to create an individual budget. A support broker will be assigned to assist the client in developing the budget, employee hiring, and problem resolution.

Services can be changed from traditional to self-direction and back again depending on the need of the client and the availability of providers. A client may also choose to use a mix of self-direction and traditional services.

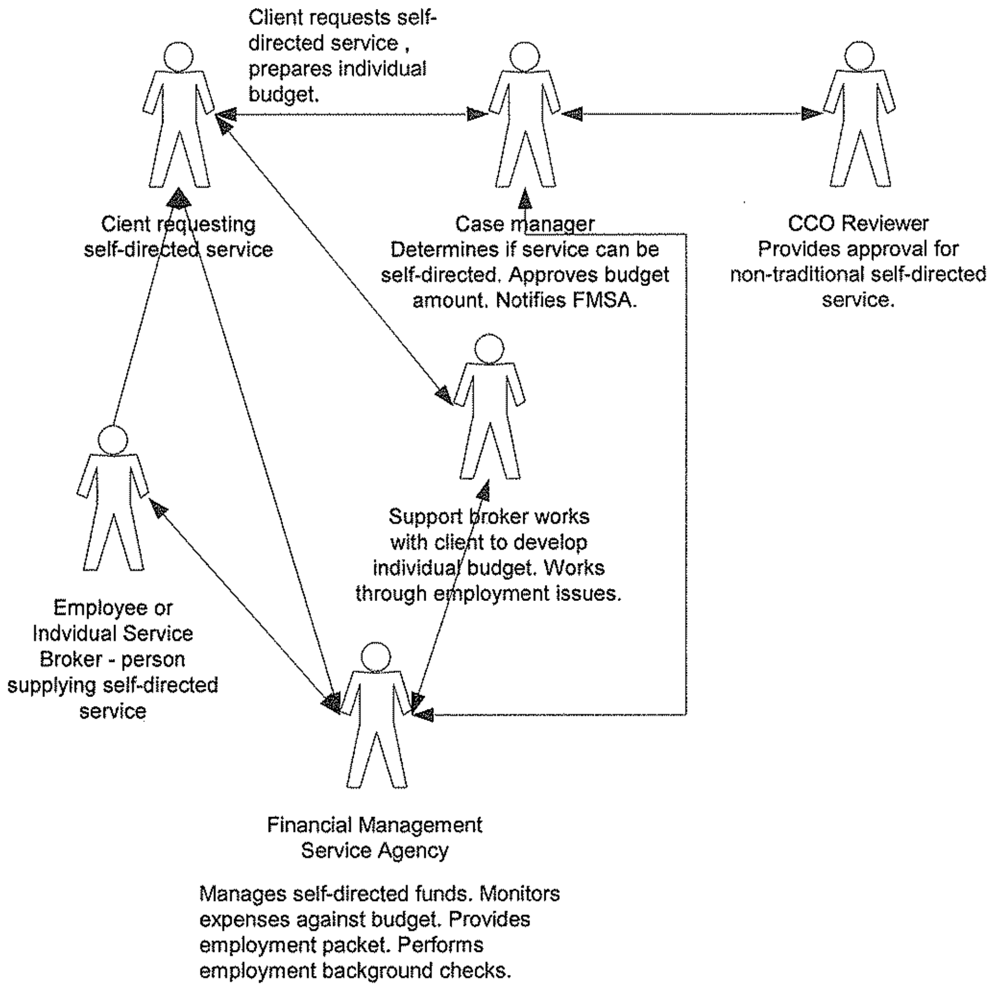
The individual budget of how the self-directed funds are going to be spent may be changed at the discretion of the client, providing the information is communicated to the Financial Management agency in a timely manner. Budget amount changes for self-direction must occur prior to the first date of the effective month.

The CCO Roles

The follow roles are defined in HCBS Consumer Choice Option. Roles begin with the client who is the person receiving either a traditional or self-directed service. When a client wants to self-direct a service, the client begins by contacting a case manager who checks to see if the service can be self-directed. Not all services, especially professional supplied services can be self-directed.

- **Client** - The person receiving Home and Community Based Services. This person does not have any system access.
- **Case Manager** – Works with the client to select which services will be self-directed. Approves the budget amount and triggers the notice to the FMSA.
- **Support Broker** - Works as an advocate for the client in developing an individualized budget and working through employee issues.
- **Financial Management Services Agency** - Manages the self-direction funds for the client, monitors the expenses against the budget, provides employee packets, perform employee background checks.
- **CCO Reviewer** - Provides approval for non-traditional expenditures.
- **Employee** – the individual contracted to provide the self-directed service to the client.

After determining that a service can be self-directed, an individual budget must be prepared to cover the cost of the service. The individual to supply that service is also identified. This individual will become an employee.



The Support Broker becomes involved if the client needs assistance preparing the individual budget. The Support Broker also works to resolve employment issues for the person supplying the service to the client. The Support Broker does not have direct contact with the Case Manager, the CCO Reviewer or the FMSA unless the client asks the Support Broker to intercede.

The Case Manager contacts the Financial Management Service Agency (FMSA) when a self-directed service is requested is made. The FMSA sends an employment packet out to the person to supply the self-directed service. This person fills the employment packet out and sends that packet back to the FMSA. The FMSA performs an employment background check. The FMSA pays the employee for services rendered to the client and records these and all other expenses.

Summary

- Consumer Choice Option is a new service offered by HCBS that gives clients more control over their own lives and affairs. CCO allows clients to self-direct services by picking employees and services that better serve their needs than traditionally supplied services.

- Clients can have a mixture of traditionally and non-traditionally supplied services at the same time.

- Services can be changed from traditional to non-traditional and vice-versa at any time. The change in service begins at the first of the month following the month where the change was made.

- The client must prepare an individual budget that will cover the cost of the self-directed service. The Support Broker assists the client in preparing the individual budget when the client needs help.

- The roles of those involved in CCO include: client, Case Manager, Service Broker, FMSA and Employee.

Chapter Two

Selecting Services for Self-Direction

What You Can Expect to Learn

This chapter is directed to the case manager for the Home and Community Based Services (HCBS) client. The following topics are covered:

- How to convert traditional services to self-direction.
- How to modify the self-direction budget amount.
- How to add self-direction for a new consumer.

Assumptions

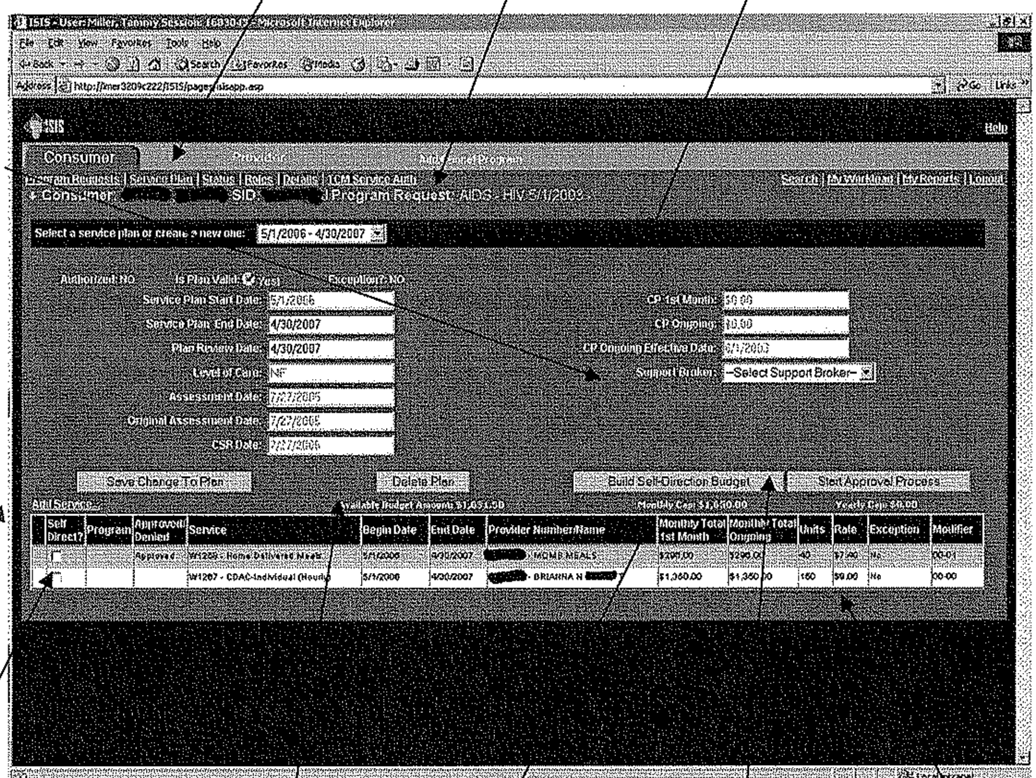
This chapter assumes the reader has some knowledge of ISIS, setting up a service plan, and service plan approval.

All program rules apply to the consumer, regardless of whether the system provides an edit for the rule. Restrictions regarding service unit caps and program dollar caps apply for self-direction.

Converting Traditional Services

This section deals with the conversion of traditional services to self-directed services using ISIS. When a service is added to a client, the service is added as a traditional service and must be converted to a non-traditional service.

Service Plan Screen



The above screen shows that two services are available for redirection. The case manager will work with the client to determine which services to self-direct. In this example, the W1267 – CDAC – Individual (Hourly) service will be converted from a traditional service into a self-directed service along with an additional service.

Once the decision to self-direct a service has been made perform the following steps.

- ✓ Start the ISIS program. Use Internet Explorer 6.0 or greater with 128 bit encryption. See *"What Tools Are Needed"* for more explanation. You must have a valid login to ISIS to be able to convert a service from traditional to self-directed.

- ✓ Select the consumer for whom service is to be set to self-directed. Enter the state identification number or perform a search to find the correct individual.

- ✓ Click on option Service plan on the sub-menu line under the Consumer tab to display the Service Plan screen. Make sure the proper consumer name and state identification number appear on the top of the screen under the sub-menu line.

- ✓ Identify the Support Broker in the drop down select list box.

- ✓ Put a check mark in the box under the "Self-Direct?" label for each service the client wishes to self-direct.

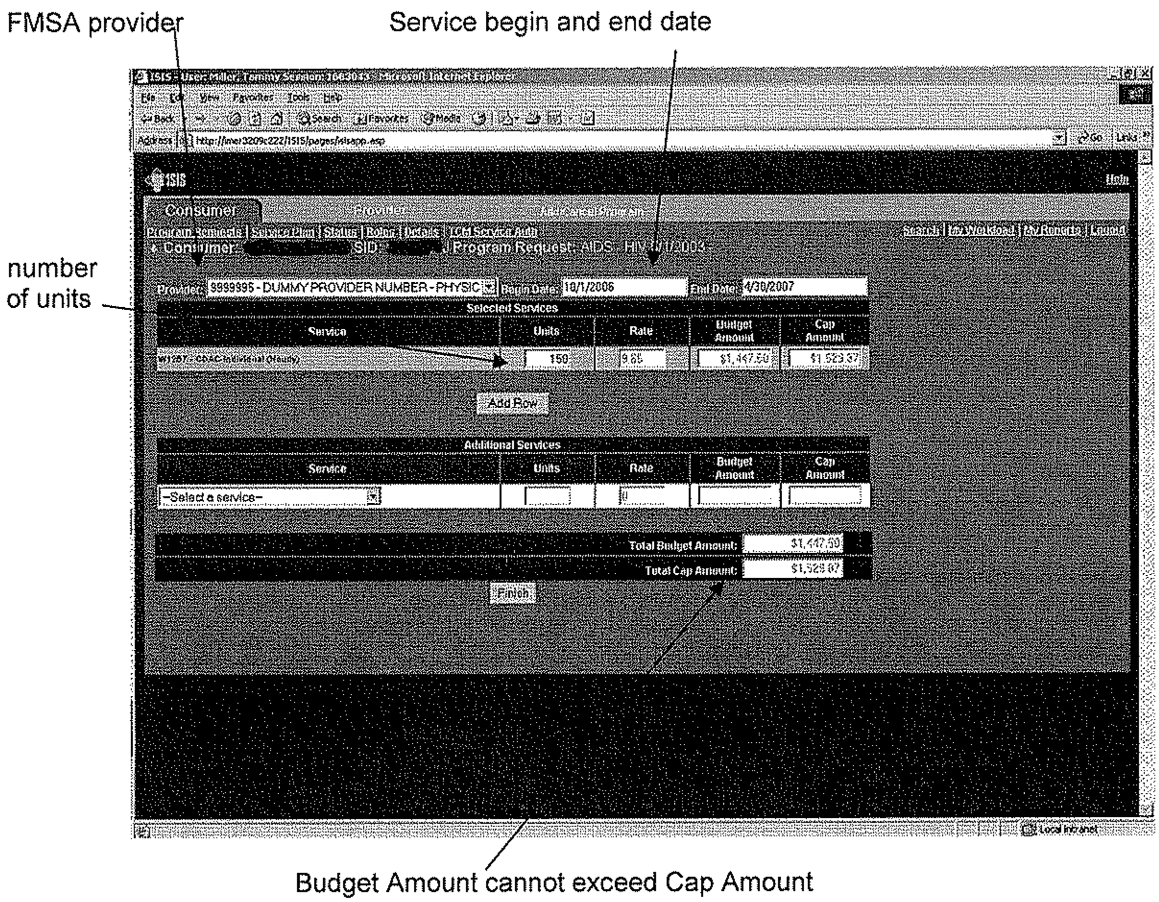
- ✓ Press the "Build Self-Direction Budget" button to make the screen on the next page appear.

A self-direct check mark may not appear next to all services in the list. Some services are only available through traditional means and not available to be self-directed. Only those services that may be self-directed will have a check mark next to the service in the list of services at the bottom of the screen.

Available Budget Amount appears on the service plan screen above the list of services. The term Available Budget Amount is a figure that represents the budget amount available to the consumer if all eligible self-directed services were self-directed. The Available Budget Amount may be higher or lower than the current traditional costs. Budget amounts are determined by the average rate for a procedure (based upon claims from the previous fiscal year), less a discount percentage that considers historical utilization for the specific service (based upon state wide averages for the previous fiscal year). Generally the budget amount will be less than the traditional service, however in some cases the budget amount will be greater than the traditional service, depending upon the rate of the traditional provider. The Consumer Choices Option (CCO) program must maintain budget neutrality for the Home and Community Based Services programs.

The following screen appears when the "Build Self-Direction Budget" button is pressed after selecting at least one self-direct check mark on the Service Plan screen.

Build Self-Direction Budet Screen



- ✓ Select a Financial Management Service Agency provider. If there is only one provider available, the system will default to that provider.
- ✓ Review begin and end dates. Modify these dates as needed. The begin date defaults to the first day of the next month. The end date defaults to the last day of the service plan.
- ✓ Enter the number of service units. The units for any selected service may be adjusted on this page. Note that unit caps per month still apply on self-direction.

The rate used to determine the budget amount appears in a grayed textbox that cannot be edited. The rate cannot be edited from the screen since the rate is a computed value. The service rate is based upon the average rate of traditional providers, less a discount percentage applied for utilization factor.

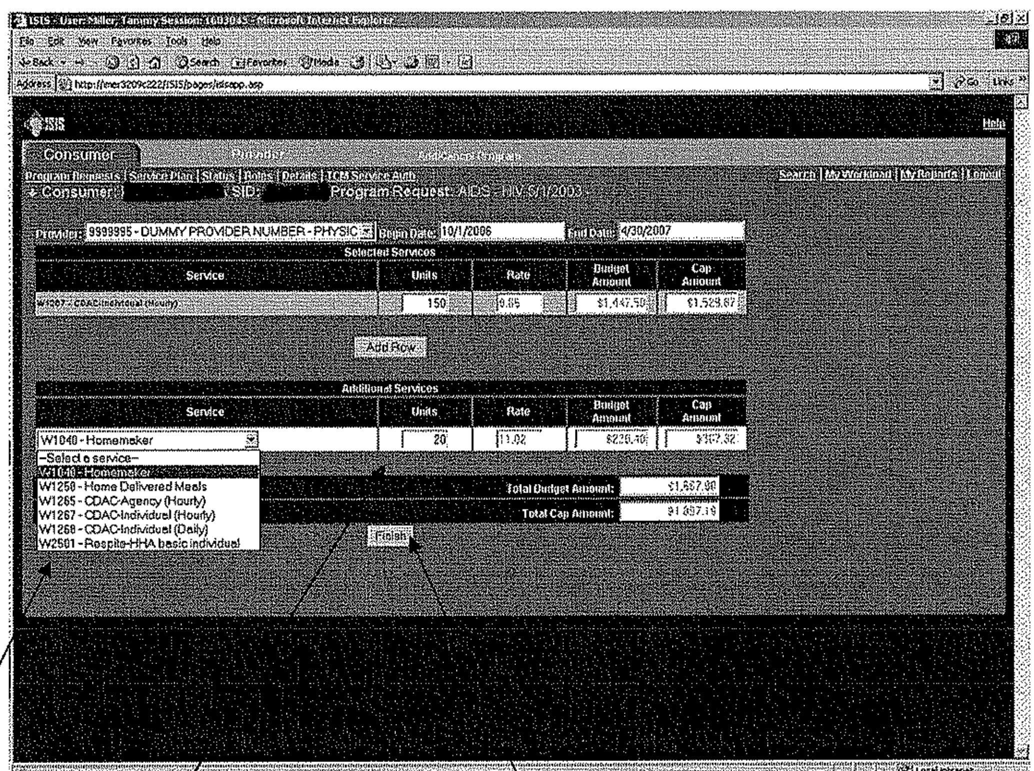
The Budget Amount that appears on the screen is the rate times the number of units. The rate used in this calculation includes a discount percentage.

Cap Amount is used for program cap calculations and is computed as the average rate times the number of units. The rate in this calculation does not include the discount percentage applied for utilization factor.

If additional services are to be considered for self-direction, the case manager may select a new service, and add the number of units to add a new line to the Self-Direction Budget.

Build Self-Direction Budet Screen – Add Additional Service

After setting up the self-directed service there may be funds left from the budgeted amount. This left over money can be used to purchase additional services that will further help the client and their situation.



- ✓ Begin the process of adding an additional service by selecting the service from the drop down list. The rate, budget and cap amounts will be filled in once the service type has been set. The budget rate is the same discounted rate as used in setting up the self-directed service. Likewise, the cap amount uses a non-discounted rate.

- ✓ Enter the number of units of service that are to be supplied. The rate for the service is the same budget based discount rate

The Total Budget Amount field represents the budget amount the client will have to work with for the selected service.

The Total Cap amount represents the amount that will be considered as applied toward program caps.

When you are satisfied with the self-direction budget press the “Finish” button.

When the finish button is pressed the following things occur:

- The services that you chose to convert to self-direction will be updated so that the end date of the traditional service is the last day prior to the start of the self-direction service.

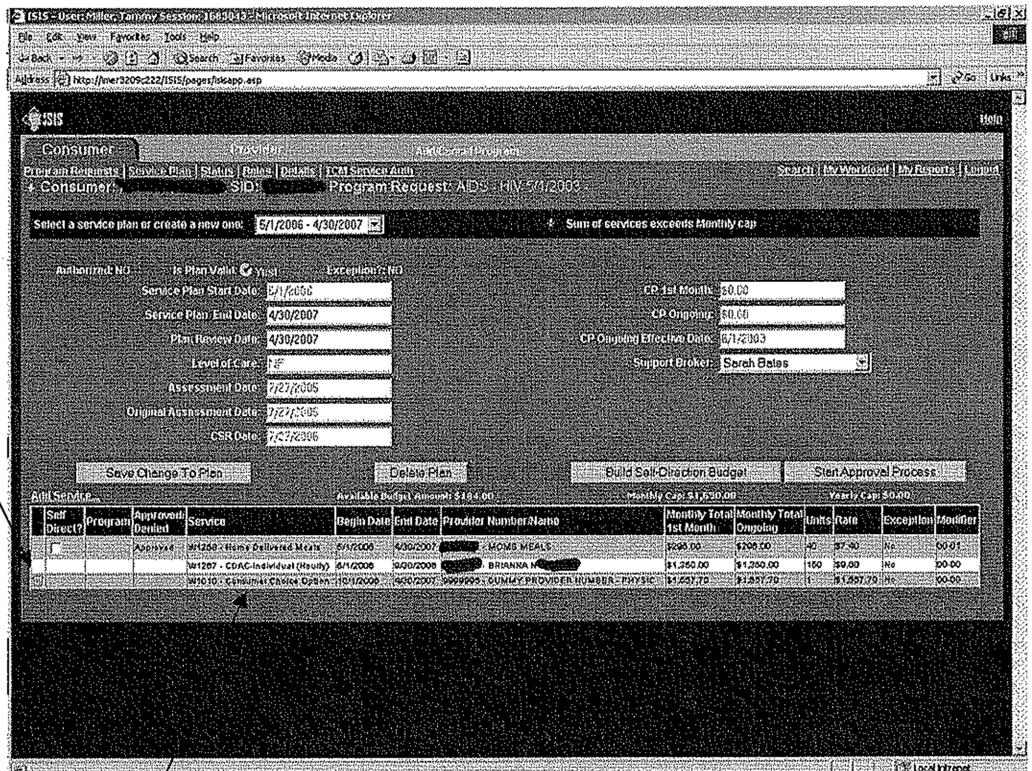
- A new service will be created for W1010 with the provider being the FMSA, the monthly total and rate will reflect the client self-direction budget total. The unit for this service will be 1.

The Build Self-Direction Budget screen does not check to see if the self-directed service and any additional services that have been added exceed the budget cap. That check is performed when Finish is clicked and the Service Plan screen again appears.

Service Plan Screen – Over Budget

After pressing the Finish button in the Build Self-Direction screen the Service Plan screen again appears. Notice that the self-direct check mark that previously appeared next to service line W1267 – CDAC – Individual (Hourly) no longer appears since the service was self-directed. A third service, the additional service added on the Build Self-Direction screen, now appears in the list of services.

self-direct
check mark
removed



self-directed service and additional service added to list of services

In this example, an error message appears at the top of the screen. This error message states 'Sum of services exceeds Monthly Caps.' This error message appears when the monthly caps are exceeded.

To correct the over budget problem in this example select the W1010 service by clicking on it to reduce the number of units in the plan to allow the self-direction budget to fall within the appropriate dollar levels.

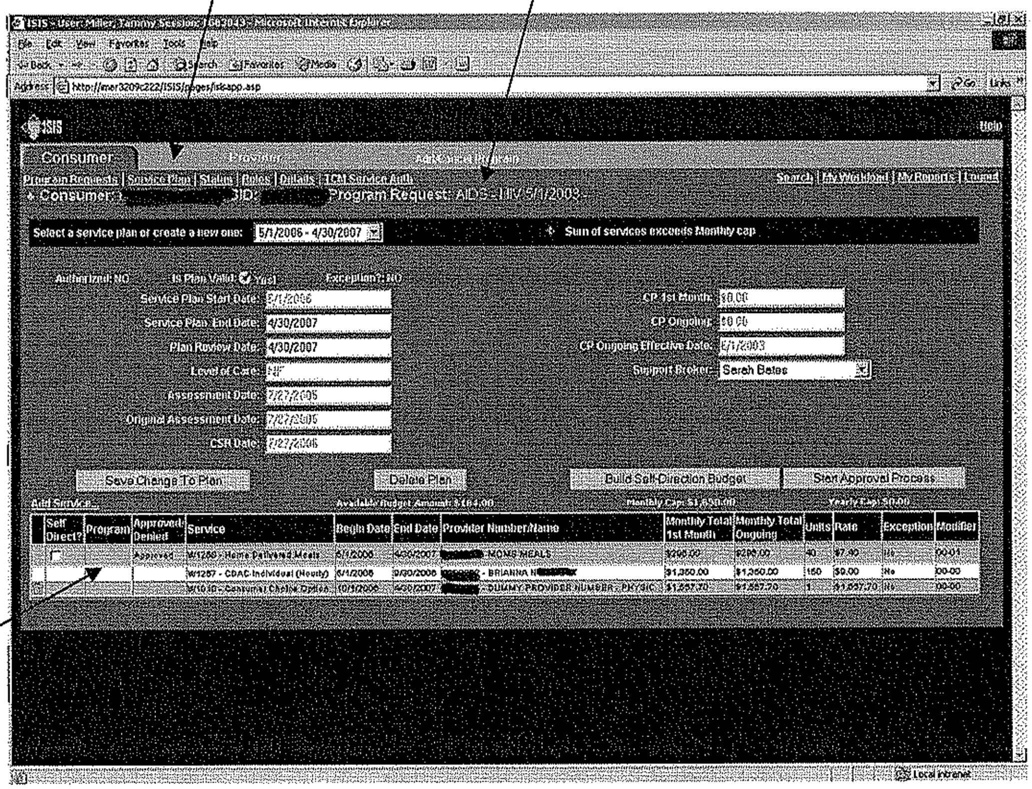
Modifying the Self-Direction Service

If changes need to be made to a service that has already been set up as self-directed the service must be modified. Begin the modification by selecting the consumer for whom changes are to be made. Select the Service Plan screen and begin the process of modification here.

Service Plan Screen

Consumer for whom the service is to be changed to self-directed

Set Service Plan from sub-menu



W1010 service records

- ✓ Start the ISIS program. Use Internet Explorer 6.0 or greater with 128 bit encryption. See *"What Tools Are Needed"* for more explanation. You must have a valid login to ISIS to be able to convert a service from traditional to self-directed.

- ✓ Select the consumer for whom service is to be set to self-directed. Enter the state identification number or perform a search to find the correct individual.

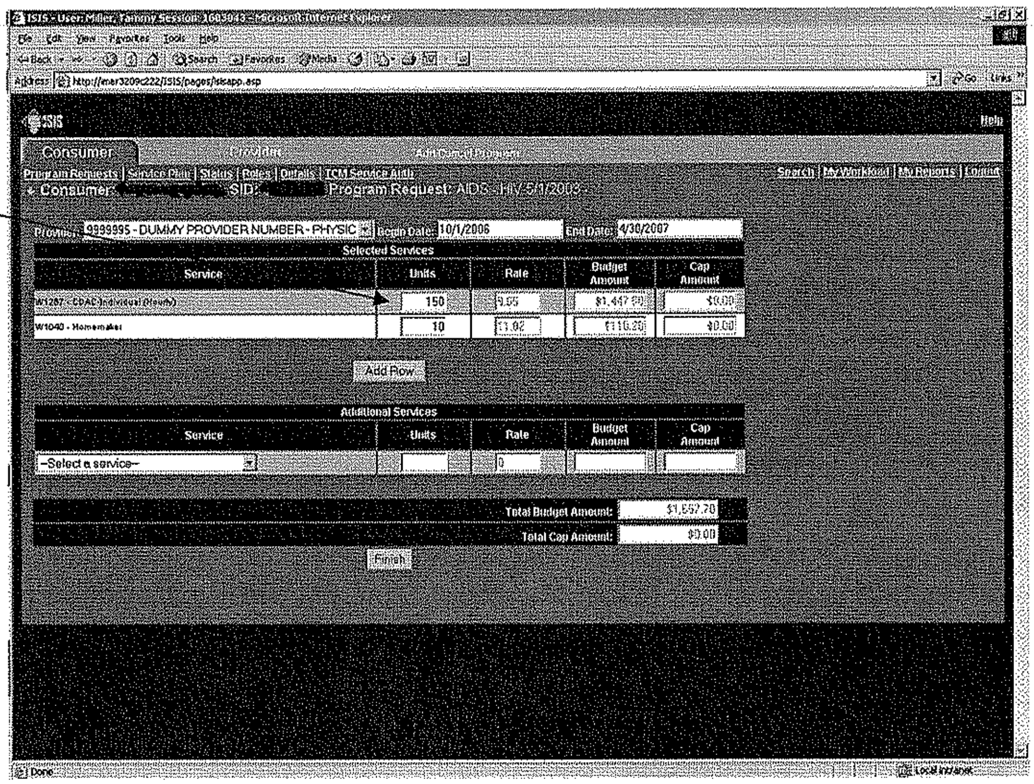
✓ Click on option Service plan on the sub-menu line under the Consumer tab to display the Service Plan screen. Make sure the proper consumer name and state identification number appear on the top of the screen under the sub-menu line.

✓ Click on the W1010 record to call up the Build Self-Direction screen to edit the number of units consumed to reduce the budget and cap amounts.

Build Self-Direction Budet Screen – Modify

Modify the number of units for the self-directed service and the additional service added until the budget and cap amounts are less than the service plan cap limit.

Change number of units



✓ Reduce the number of units to be consumed by the self-directed service.

✓ Reduce the number of units to be consumed by the additional service that was added.

✓ Click the Finish button to record the changes. Click the browser's Back button to cancel the operation.

If the service plan cap limit is still exceeded after making changes to the number of units consumed, simply re-edit and modify the services by again clicking on the appropriate W1010 record on the Service Plan screen.

If the current date is greater than the begin date for this service the only field that can be edited is the end date. The end date may be brought in to the last day of the current month. It may not be earlier than the begin date.

If you wish to add or remove services to the self-direction budget and the current date is greater than the begin date you must end the service and build a new self-direction record for the following month. (See the next section for instructions on how to do this).

If the self-direction budget begin date is in the future, you will be able to add or reduce services as needed. You may not delete a service, but you may set the units as 0.

Add Self-Direction to a Consumer

A self-direction budget record may be added in the following circumstances:

- A consumer chooses to begin with self-direction instead of traditional services.
- A consumer chooses to keep the current traditional services and add self-direction for additional needs.
- A consumer would like to change the self-direction budget for a future month, and the existing self-direction budget end date has been updated appropriately.

Service Plan Screen

Begin the process of adding self-direction to a consumer from the Service Plan screen by clicking on the Build Self-Direction Budget button without selecting any self-direct check mark.

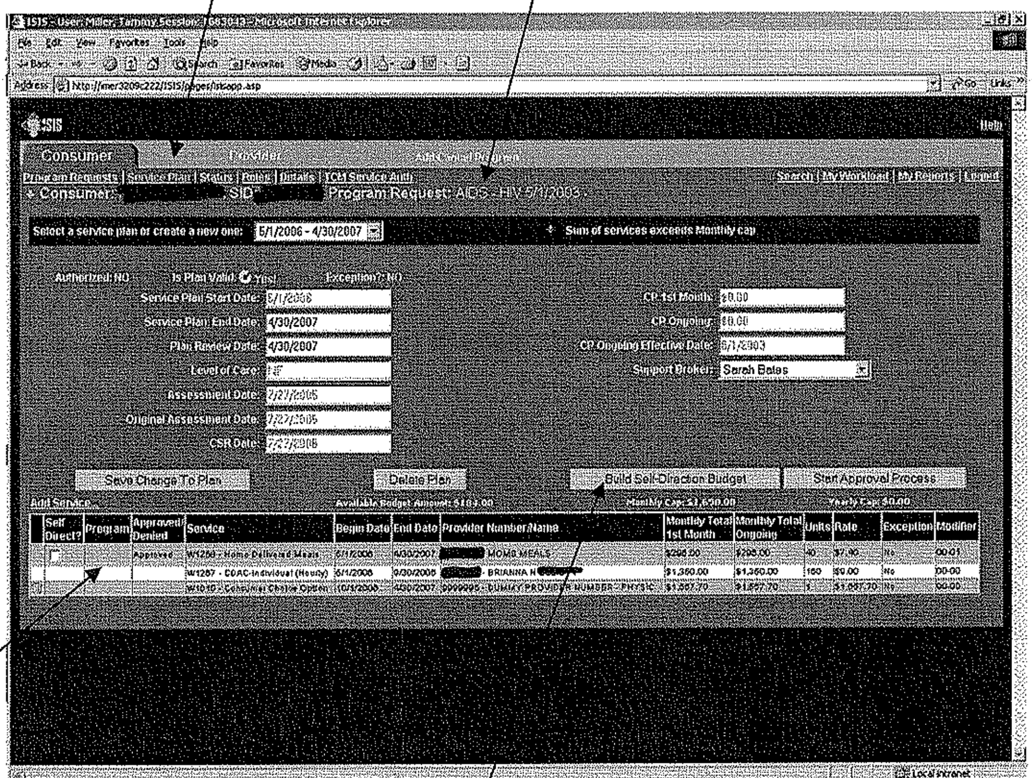
✓ Start the ISIS program. Use Internet Explorer 6.0 or greater with 128-bit encryption. See *"What Tools Are Needed"* for more explanation. You must have a valid login to ISIS to be able to convert a service from traditional to self-directed.

✓ Select the consumer for whom service is to be set to self-directed. Enter the state identification number or perform a search to find the correct individual.

✓ Click on option Service plan on the sub-menu line under the Consumer tab to display the Service Plan screen. Make sure the proper consumer name and state identification number appear on the top of the screen under the sub-menu line.

Consumer for whom the service is to be changed to self-directed

Set Service Plan from sub-menu



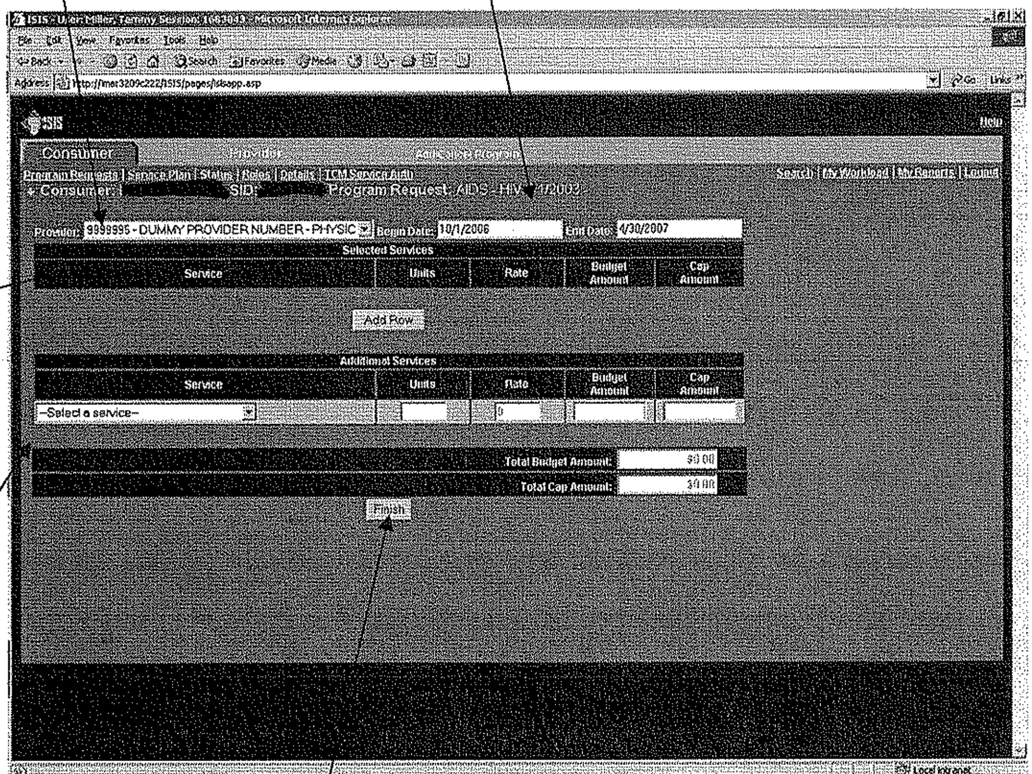
W1010 service records (don't select any check marks)

Build Self-Direction Budget button

✓ Make sure that all Self-Direct check marks are unselected.

✓ Click on the Self-Direction Budget button. The Build Self-Direction Budget screen appears next.

Build Self-Direction Budet Screen – Add Self-Direction to a Consumer



- ✓ Modify the begin dates and the end dates as needed. Only one self-direction budget may be active for a given month. If you overlap these budgets, you will get an error message indicating you have exceeded unit cap for the W1010 service.

- ✓ Click the Finish button when done. The Service Plan screen will appear next.

Troubleshooting

Question: Why isn't the self-direct checkbox in the screen showing the list of services (screen 1) available for self-direction?

Answer: The service must be available for self-direction, and it must have a rate end date in a future month.

Question: What **does Available Budget Amount mean?**

Answer: This figure represents the budget amount the consumer would have available if all eligible services were self-directed. It may be higher or lower than the current traditional costs.

Question: Why is the Available Budget Amount different than the price allowed for traditional services?

Answer: Budget amounts are determined by the average rate for a procedure (based upon claims from the previous fiscal year), less a discount percentage that considers historical utilization for the specific service (based upon state wide averages for the previous fiscal year). Generally the budget amount will be less than the traditional service, however in some cases the budget amount will be greater than the traditional service, depending upon the rate of the traditional provider.

The consumer choices option program must maintain budget neutrality for the Home and Community Based Services programs.

Planned Future Enhancements

- Allow the case manager to view the individual budget created by the consumer.
- Allow the case manager to view the expenditures made from self-direction.

Summary

- Services are added by default as traditional services and must be changed from traditional to non-traditional or self-directed.
- Changes to a service converted from traditional to self-directed are performed by modifying the service.
- The Available Budget Amount is the budget amount available to a consumer if all eligible self-directed services were self-directed.
- The Available Budget Amount may be higher or lower than the current traditional costs.
- Budget amounts are determined by the average rate for a procedure (based upon claims from the previous fiscal year), less a discount percentage that considers historical utilization for the specific service (based upon state wide averages for the previous fiscal year).
- Generally the budget amount will be less than the traditional service, however in some cases the budget amount will be greater than the traditional service, depending upon the rate of the traditional provider.
- The Consumer Choices Option (CCO) program must maintain budget neutrality for the Home and Community Based Services programs.

Chapter Three

Consumer Choices Option Workflow

What You Can Expect to Learn

This chapter contains information primarily intended for the Financial Management Service Agency and the Consumer Choice Option Reviewer.

Topics in this chapter include:

- Workflow is kicked off in Consumer Choice Option (CCO) after a service has been set to self-directed in ISIS (previous chapter).
- Financial Management Service Agency (FMSA) and the CCO Reviewer are the primary users of CCO.
- The two major workflows in CCO are “Start of CCO Initial Budget” and “Individual Budget Amount Changed.”
- Workflow is initiated for Start of CCO Initial Budget when a service is changed from traditional to self-directed and the change has been approved.
- Workflow is initiated for Individual Budget Amount Changed when a budget change has been approved for a self-directed service.
- Workflow in CCO is initiated by the FMSA for both Start of CCO Initial Budget and Individual Budget Amount Changed.

CCO Workflow Overview

Workflow is the sequence of work tasks, milestones and approvals. Workflow deals with the ordering of work items, approvals and milestones and the progression from one work item, milestone or approval to the next.

There are two new workflows in Consumer Choices Option (CCO). One of the new workflows is Start of CCO Initial Budget. The second new workflow is Individual Budget Amount Changed. The major actors in both workflows are the Financial Management Service Agency (FMSA) and the CCO Reviewer.

The "Start of CCO Initial Budget" flow is initiated when a service plan containing a service for self-direction is approved for a new consumer/financial management service agency relationship. The workflow directs the Financial Management Service Agency (FMSA) to send out employment packet information and to perform background checks on the new employees when necessary.

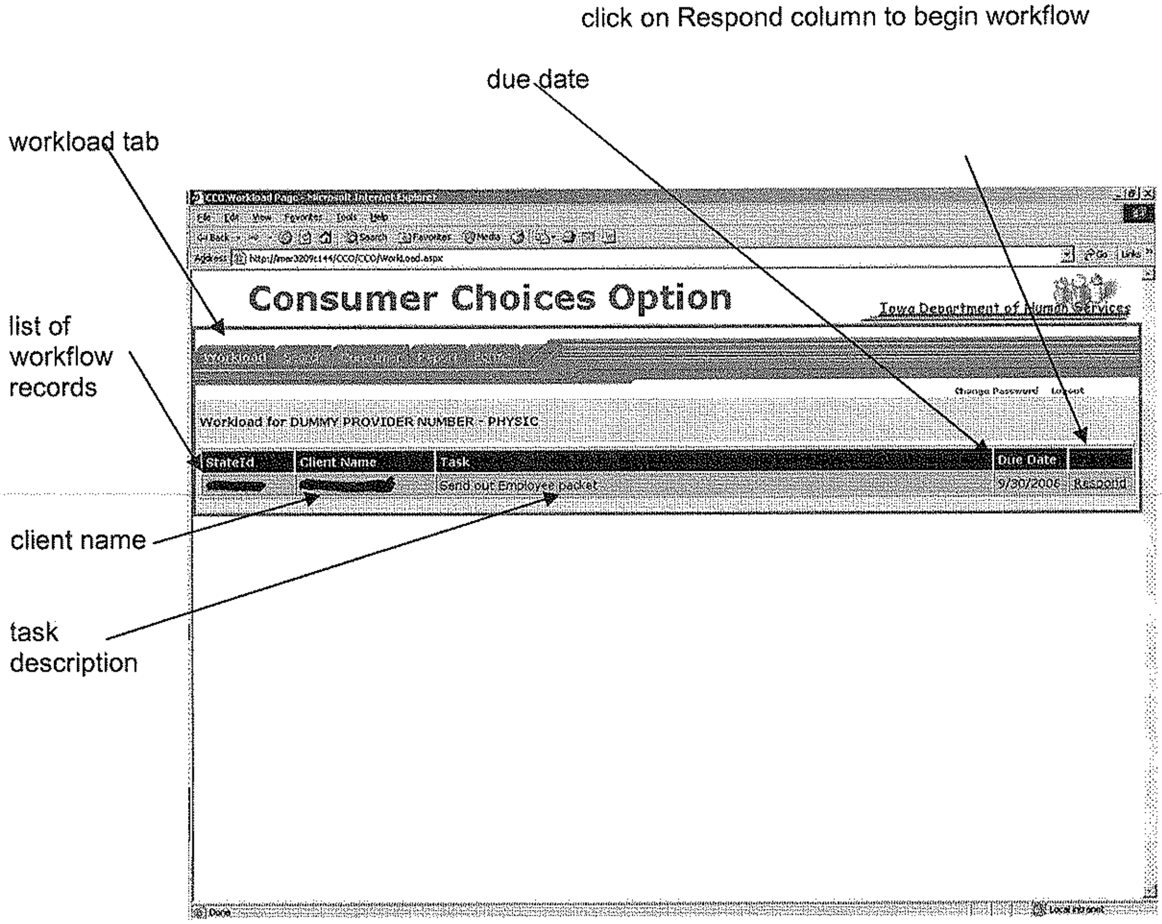
The "Individual Budget Amount Changed" workflow is initiated when the budget amount allowed changes due to changes in the self-direction budget, changes in the average rates, or changes in the utilization discount percentages. This workflow assumes the employment packet has been sent, and background changes have been completed.

A CCO Example

The Financial Management Service Agency (FMSA) begins working on a workflow by logging into the Consumer Choice Options system. The FMSA will find the milestones or tasks that they need to complete listed on the workflow page. The workflow page is the first page shown after logging in. This screen is shown on the next page. The FMSA worker or CCO Reviewer selects the item from the workload list to work on.

For example purposes, there is only one person and one record shown in the workload. For a given FMSA or CCO Reviewer handling cases for multiple individuals and numerous self-directed services, the screen would appear with a much longer workload list.

The following Workload screen appears after logging in.



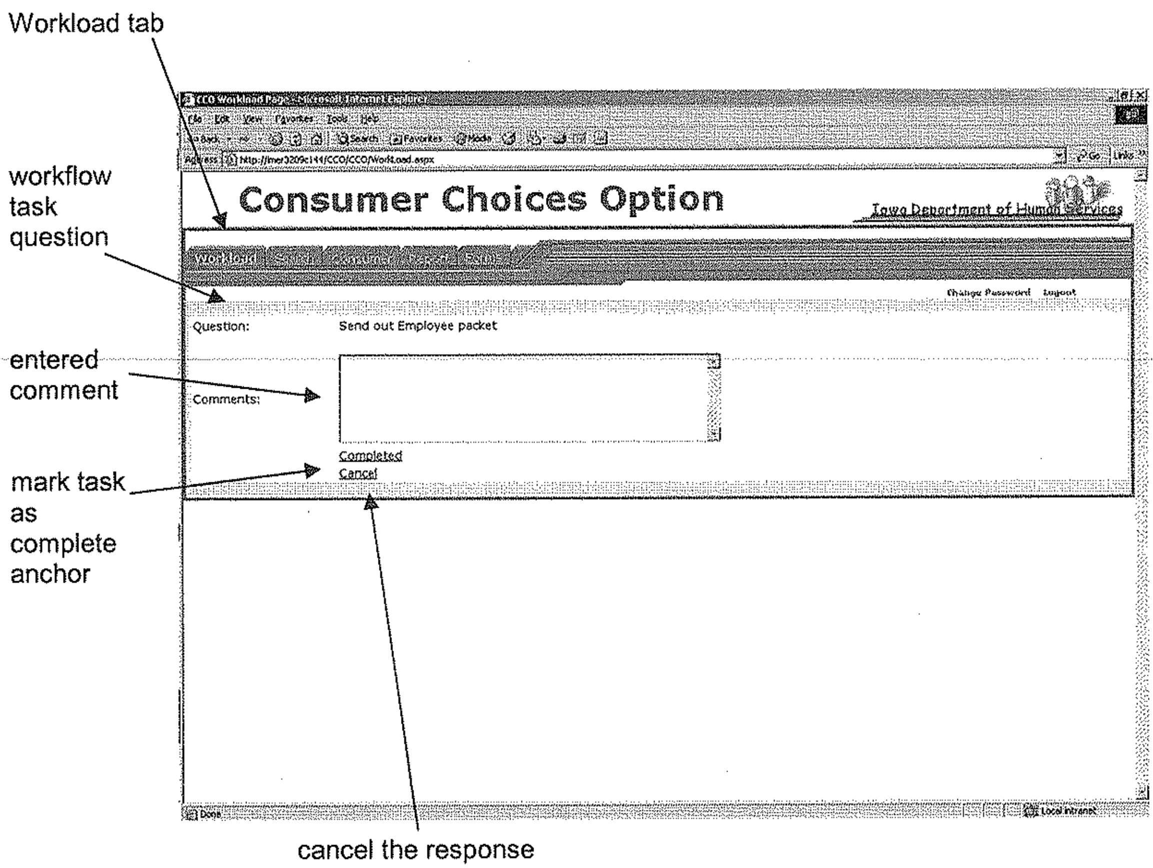
Note in the above screen that the Workload tab is highlighted. The workload list can always be shown at any time by clicking on the Workload tab at the top of the screen.

- ✓ Start the Consumer Choice Option (CCO) program. Use Internet Explorer 6.0 or greater with 128-bit encryption. See *"What Tools Are Needed"* for more explanation. You must have a valid login to CCO to be able to access CCO, consumers and workflows.

- ✓ Make sure the Workload screen is showing on the screen. The Workload screen appears by default as the first screen after logging in. If the above screen does not appear, click on the Workload tab.

- ✓ FMSA workers will click on the Respond link (right side of screen) to indicated the task has been completed. This will call up the task screen.

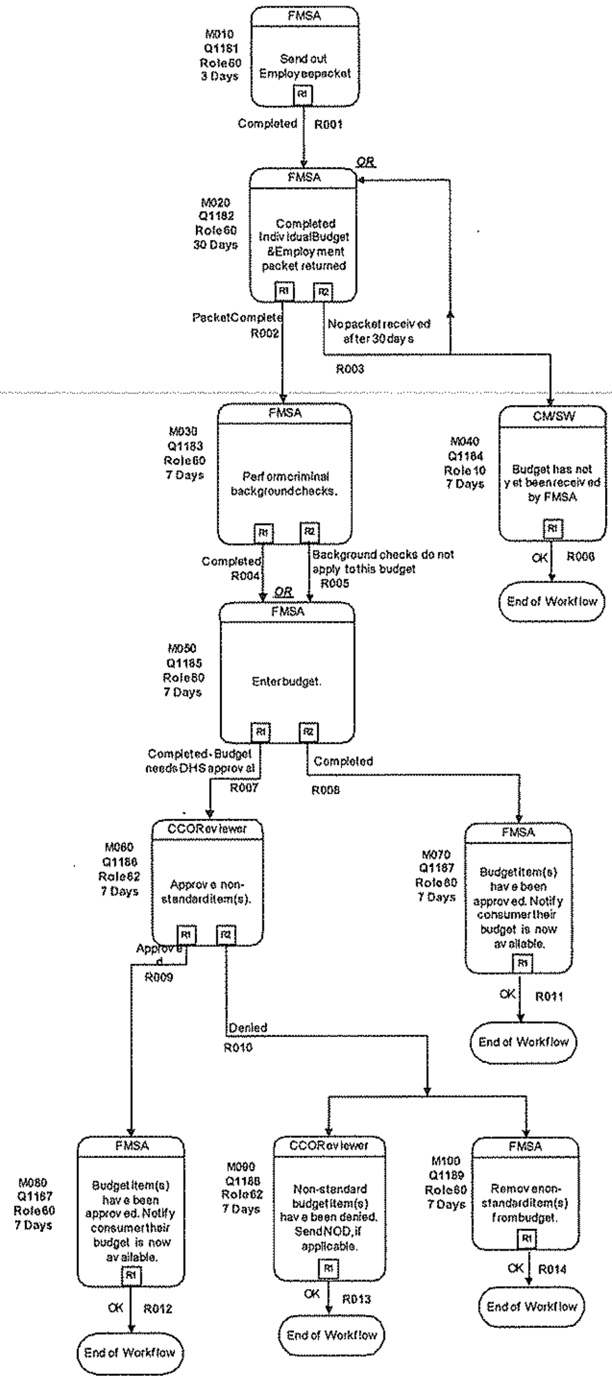
The following task page appears after clicking on a Respond column in the Workload page. This page allows entry of a comment and the ability to signal that the workflow has been completed.



A FMSA may have multiple workers. The workflow milestone is assigned to the FMSA provider not to an individual FMSA worker. The workflow milestone appears on the workload page of any worker assigned to the FMSA. If multiple staff are signed in at the same time, it may be possible to get into a situation where a task appears on your workload page – but your co-worker answers it before you decide to respond. In this situation the milestone may appear to have "disappeared" when you click respond.

Start New Initial Budget Workflow

The following diagram shows the Start New Initial Budget workflow.



End of Work Flow

The Start of CCO Initial Budget workflow begins by directing the Financial Management Service Agency (FMSA) to send out employment packet information to the Individual Service Broker also known as the employee. The employee completes and returns the employment packet to the FMSA. The employee is the person who will perform the services for the consumer. A background check is performed upon receipt of the employment packet by the FMSA.

The budget is entered for standard and non-standard items. If the budget only contains standard items and is therefore approved, the FMSA notifies the consumer that the budget is available for use.

If the budget contains non-standard items, the non-standard budget items must be approved or denied by the CCO Reviewer. If the CCO Reviewer approves the non-standard items the FMSA enters these items into the budget and sends notification out to the consumer. If the non-standard items are denied a Notice of Decision (NOD) is sent to the consumer and the non-standard items are removed from the budget by the FMSA.

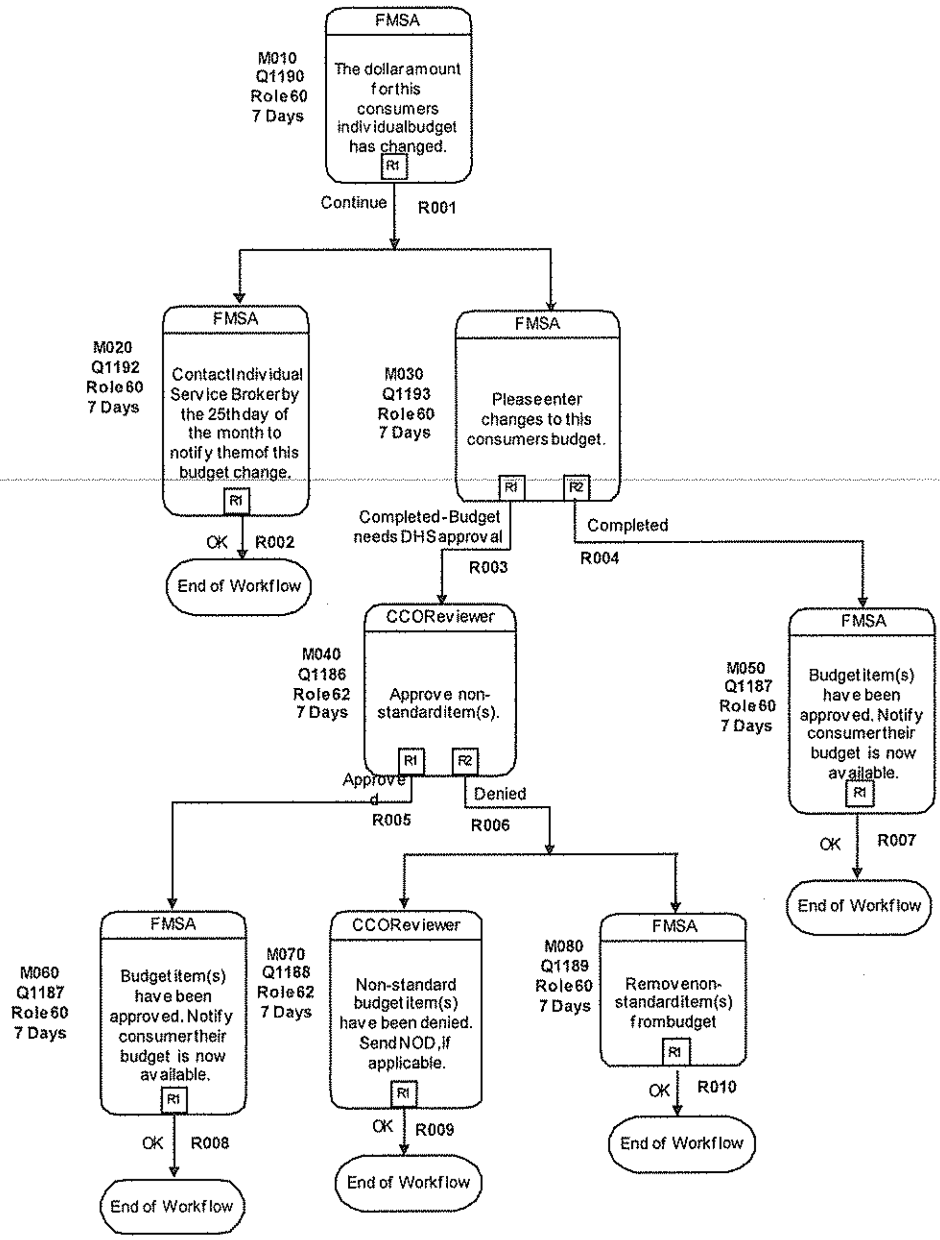
Individual Budget Amount Changed Workflow

The following diagram shown on the following page shows the Individual Budget Amount Changed workflow.

Workflow begins when changes in a consumer's budget are made and approved and passed to CCO. The system informs the FMSA worker of the need to start and work on the workflow for a consumer by showing a work line in the Workload page.

The Individual Service Broker (employee) is notified of the change in budget by the 25th of the month prior to the month when the change takes place by the FMSA. The FMSA enters the changes to the budget and notifies the CCO Reviewer if the budget change involves non-standard items. If the budget contains only standard items and is approved the FMSA sends notification of the change to the consumer.

The CCO Reviewer will review and either approve or deny non-standard items and any budget change. If the non-standard items are approved the FMSA adds them to the budget and sends notification to the consumer. If the non-standard items are denied a Notice of Decision (NOD) is sent to the consumer and those items are removed by the FMSA from the budget.



End of Work Flow

Summary

- Workflow is initiated in Consumer Choice Option (CCO) when a new budget for a self-directed service is created or a budget amount for an existing self-directed service has changed.
- Financial Management Service Agency (FMSA) and the CCO Reviewer are the primary users of CCO.
- The two major workflows in Consumer Choice Option are "Start of CCO Initial Budget" and "Individual Budget Amount Changed."
- Workflow is begun by the FMSA in CCO.
- The Individual Service Broker (employee) is notified by the 25th of the month prior to the month of change when a budget amount changes by the FMSA.
- The FMSA sends out a Notice of Decision (NOD) to the consumer for all non-standard items that have been denied by the CCO Reviewer.
- The FMSA sends out notification to the consumer notifying the consumer when the budget is available for use.
- The CCO Reviewer is responsible for approving or denying non-standard budget items.

Chapter Four

CCO Login and Consumer Search

What You Can Expect to Learn

Topics in this chapter are directed primarily towards the Financial Management Service Agency (FMSA) and the Consumer Choice Option (CCO) Reviewer.

Topics in this chapter include:

- How to login into the CCO application.
- How to search for a consumer in the CCO application.
- How to set the consumer as the client to work with for budget or expenditure entry.

Logging into CCO

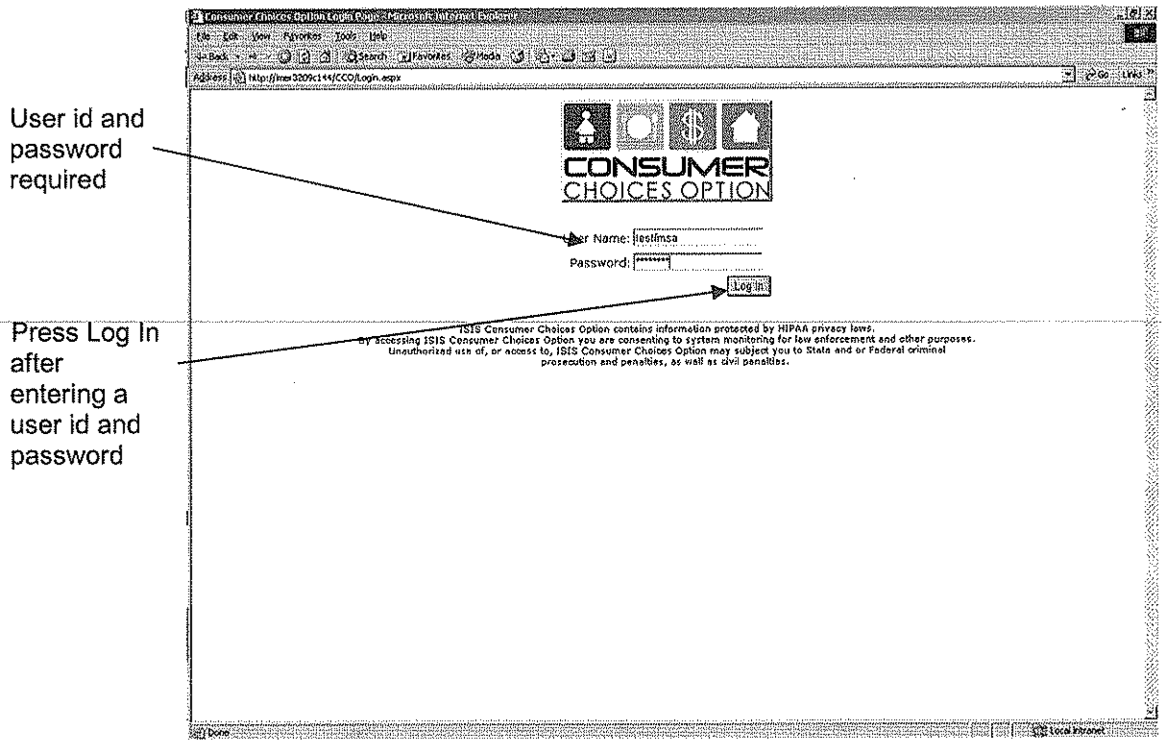
The Consumer Choice Option (CCO) application is a website based application that has been built for use by the FMSA and the CCO Reviewer.

CCO gives the FMSA an application that is unique to the business functions the FMSA must perform. The CCO application shares data with ISIS but the data is presented in a format specific to the FMSA business processes.

ISIS case managers are not allowed to log into the CCO application. Information is made available to ISIS case managers through ISIS.

DHS will provide the FMSA with the web address of the application when security access is approved.

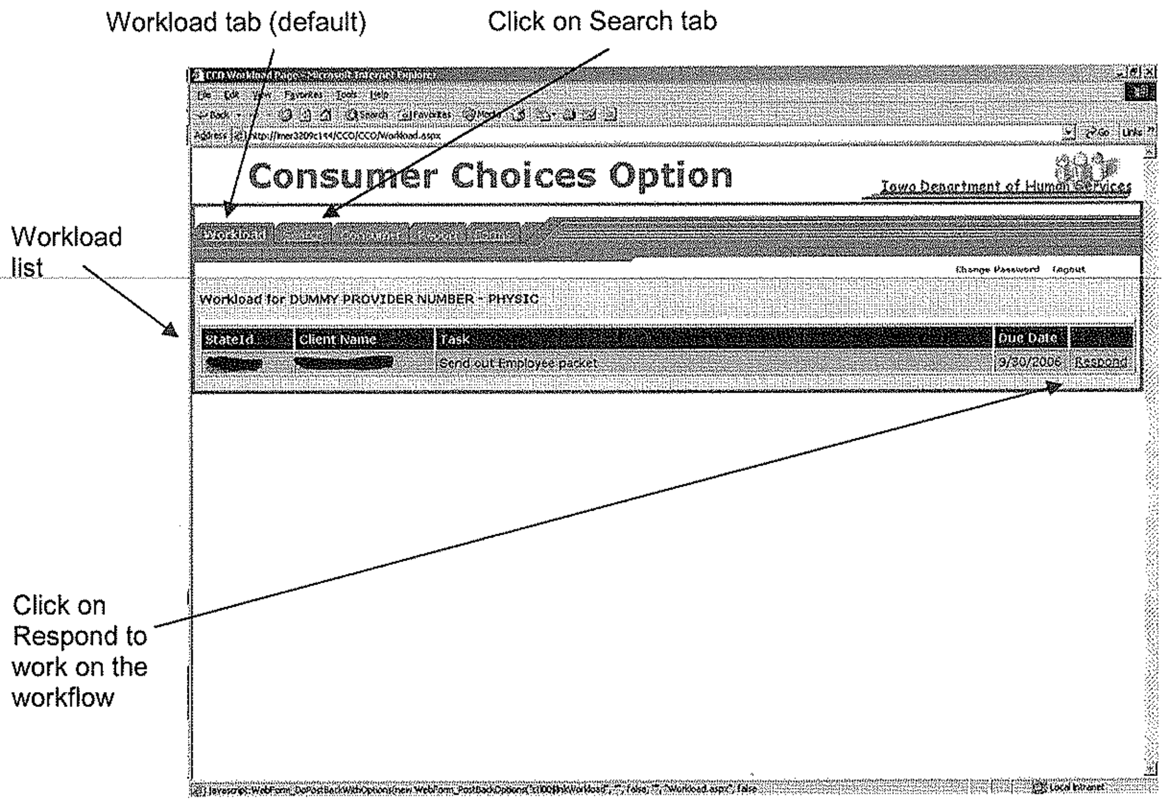
The CCO application requires a user id (login name) and a password. Strong passwords that include a combination of characters and numbers and capitalization should be used when first setting a password or changing a password.



The first page the FMSA sees after logging in is the workload page. The workload page notifies the FMSA of new clients and reminds the FMSA of outstanding tasks waiting to be completed.

Searching for a Consumer

After logging into the CCO application the FMSA worker is presented with the default workload page as shown below. This page has the Workload tab highlighted. The search for a consumer begins by clicking on the Search tab and then entering search criteria.

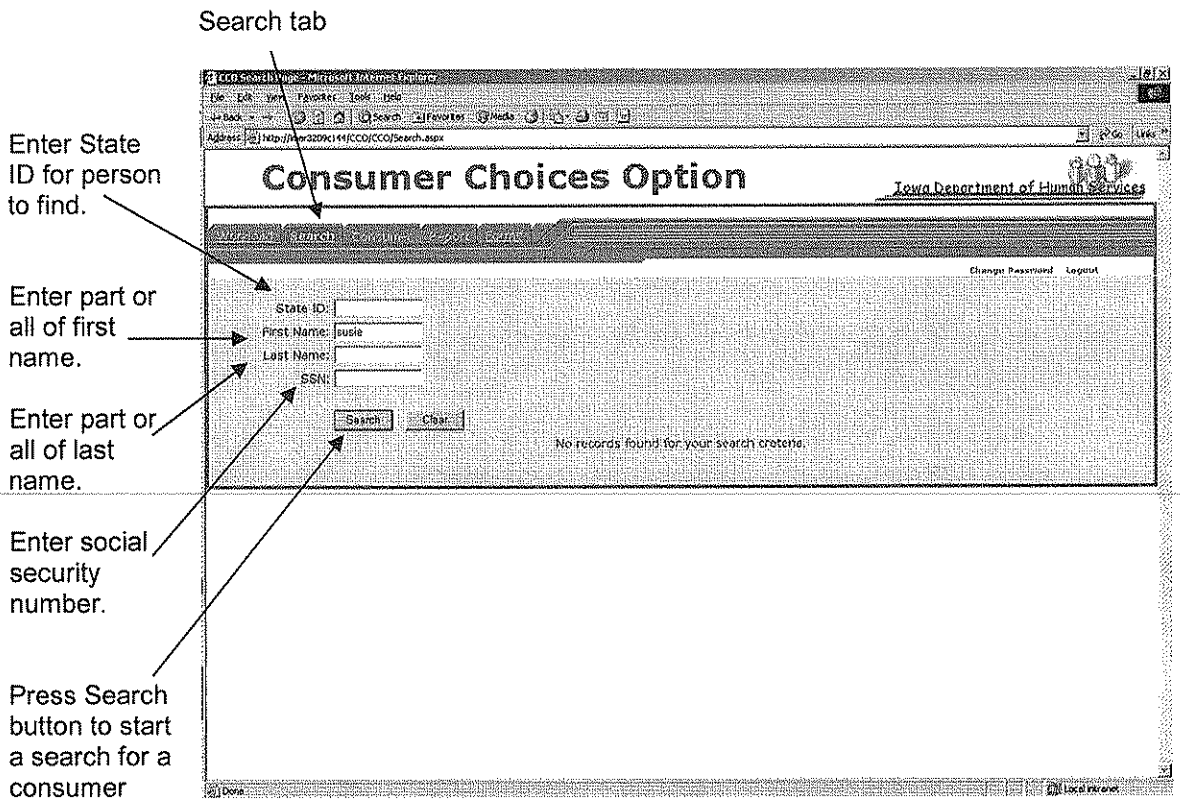


- ✓ Start the Consumer Choice Option (CCO) program. Use Internet Explorer 6.0 or greater with 128-bit encryption. See *"What Tools Are Needed"* for more explanation. You must have a valid login to CCO to be able to access CCO, consumers and workflows.

- ✓ Make sure the Workload screen is showing on the screen. The Workload screen appears by default as the first screen after logging in. If the above screen does not appear, click on the Workload tab.

- ✓ Click on the Search tab to make the find consumer screen appear. This screen appears on the next page.

The following page appears after the Search tab has been clicked.

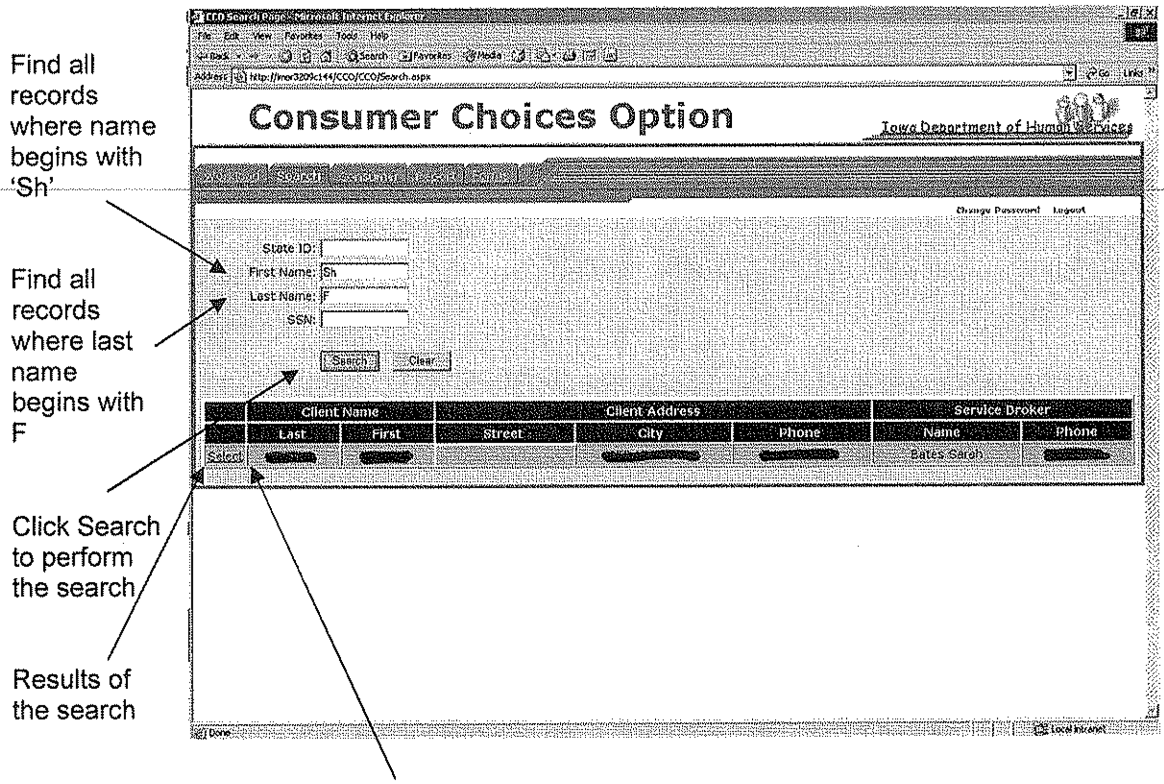


- ✓ Enter the State ID (Medicaid ID) for the person to find and click on the Search button.
- ✓ Or, enter part or all of the first name for the person to find. Click on the Search button.
- ✓ Or, enter part or all of the last name for the person to find. Click on the Search button.
- ✓ Or, enter all or part of the first and last name for the person to find. Click on the Search button.
- ✓ Or, enter the Social Security number for the person to find. Click on the Search button.

A combination of complete or partial name information can be entered to perform the search criteria. Entering part of a first or last name causes a 'like' search to be performed. This is a search that produces a list where all of the names in the list are like the entered information.

If the search finds consumers that match the search criteria, the list will be presented along with the ability to select the person from the list to focus on. If no matches are found an error message is returned and presented on the screen.

The following screen demonstrates a search that is to find all records that have first name that begins with 'Sh' and last name that begins with 'F.' The search performed is not case sensitive. Entering SH or Sh as the search criteria produces the same search results.



Click on Select to select a particular consumer as active

- ✓ Enter the partial search criteria for the first and last name.
- ✓ Click on the Search button to perform the search. Results appear in a grid below the Search button as shown in the above screen.
- ✓ Click on Select link in the left hand-most column of the consumer search grid to select a particular consumer as the current consumer to work with. Clicking on the Select link selects the consumer as the active consumer and moves the application to the Consumer tab.

Summary

- The Consumer Choice Option application (website) requires both a user id and a password.
- User id are assigned by DHS and given to CCO Reviewers and FMSA.
- Users may change their password. Strong passwords should always be used. Strong passwords contain a combination of capital and lowercase characters, a combination of alphabetic and numeric characters and at least one special character.
- The Search tab must be used to search for a consumer. Consumers can be found by entering exact information such as the State ID number or the consumer's Social Security number. Exact or partial first and last names can be used to search for a consumer. A particular consumer can be selected as the active consumer from the list of consumers found given the entered search criteria.
- To work with a specific consumer search first then select the consumer by clicking on the *Select* anchor. The selected consumer is moved to the Consumer tab and made the active consumer.

Chapter Five

Entering the Individual Budget

What You Can Expect to Learn

Topics in this chapter are directed primarily towards the Financial Management Service Agency (FMSA) and the Consumer Choice Option (CCO) Reviewer.

Topics in this chapter include:

- How to add a budget item.
- How to change a budget item.

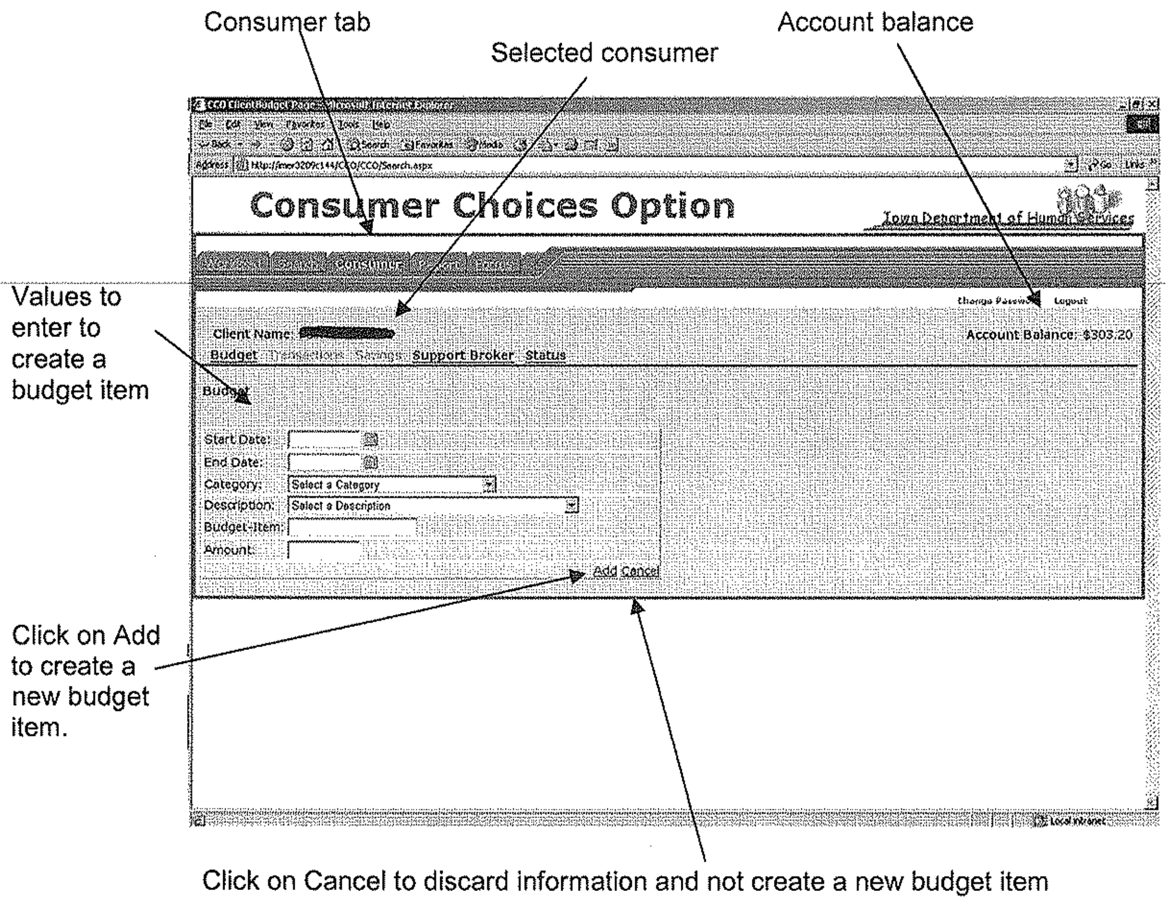
Add a Budget Item

The process of adding a budget item to a consumer's account begins by the FMSA logging into the Consumer Choice Option (CCO) application. The workload screen is presented as default after logging in. The Consumer tab is clicked to bring up the consumer screen. Required information is entered or selected from dropdown list boxes. The Add link is clicked on to add the budget item. The consumer screen is shown on the next page.

- ✓ Log into the Consumer Choice Option (CCO) application. A valid user id and password must be used to log into the system. The FMSA must also be approved by DHS and security access given before the CCO application can be used by the FMSA.
- ✓ The Workload screen appears on the screen after logging in. The Workload tab is active and will appear in a blue color to indicate that this is the active tab.
- ✓ Find the consumer for whom a budget item will be added. Click on the Search tab. Enter the State ID or Social Security number of the consumer

if known. Enter partial or total first or last name to create a list of consumers from which to pick. See chapter four for more details on finding consumers.

✓ Click on the Consumer tab to activate the consumer screen. The Consumer tab will appear highlighted in blue.



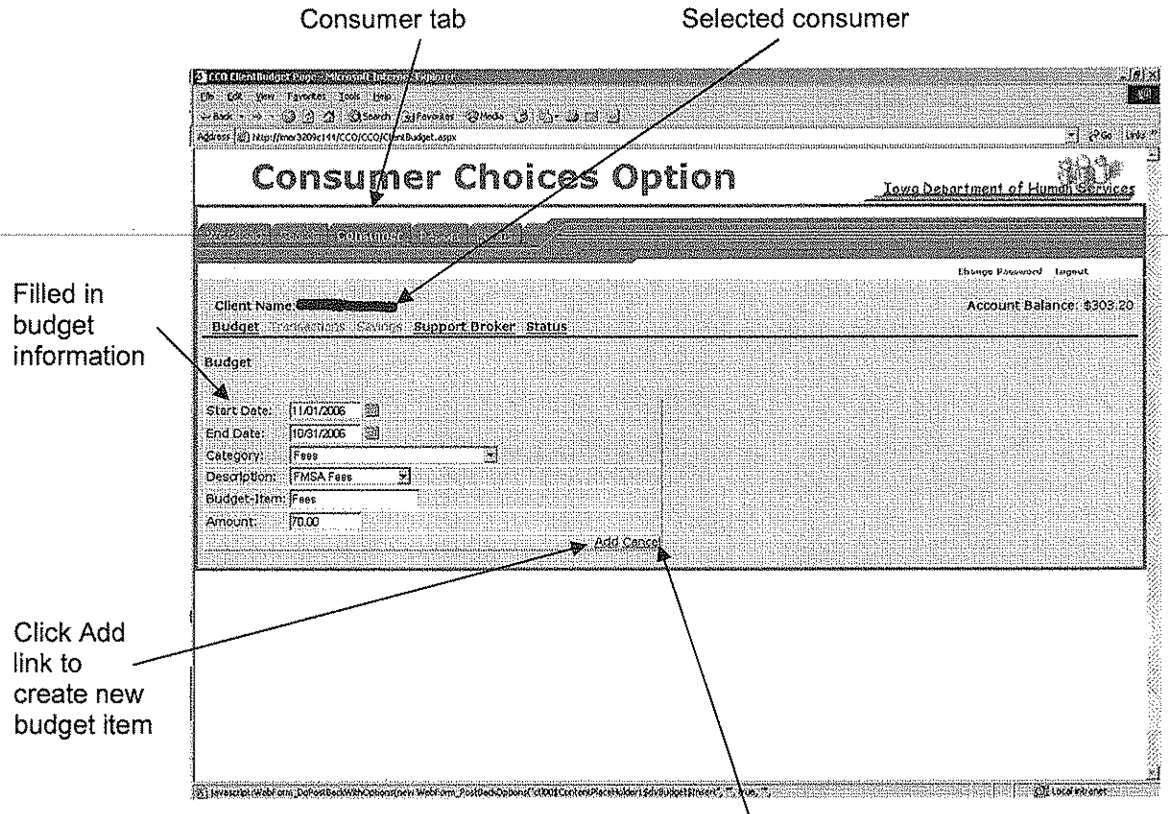
If no budget items for the selected consumer exist, the add budget item screen will immediately appear when the Consumer tab is clicked. If budget items exist for the selected consumer the screen will show the list of budget items and give the ability to edit or delete an existing budget item or add a new budget item. Such a screen appears at the end of adding this budget item.

✓ Enter the Start and End Dates. This is the period of time when the budget item is active.

✓ Enter the Category.

- ✓ Enter the Description.
- ✓ Enter the Budget-Item.
- ✓ Enter the Amount. This is the cost for the service.

The following screen shows information filled in to add a new budget item.

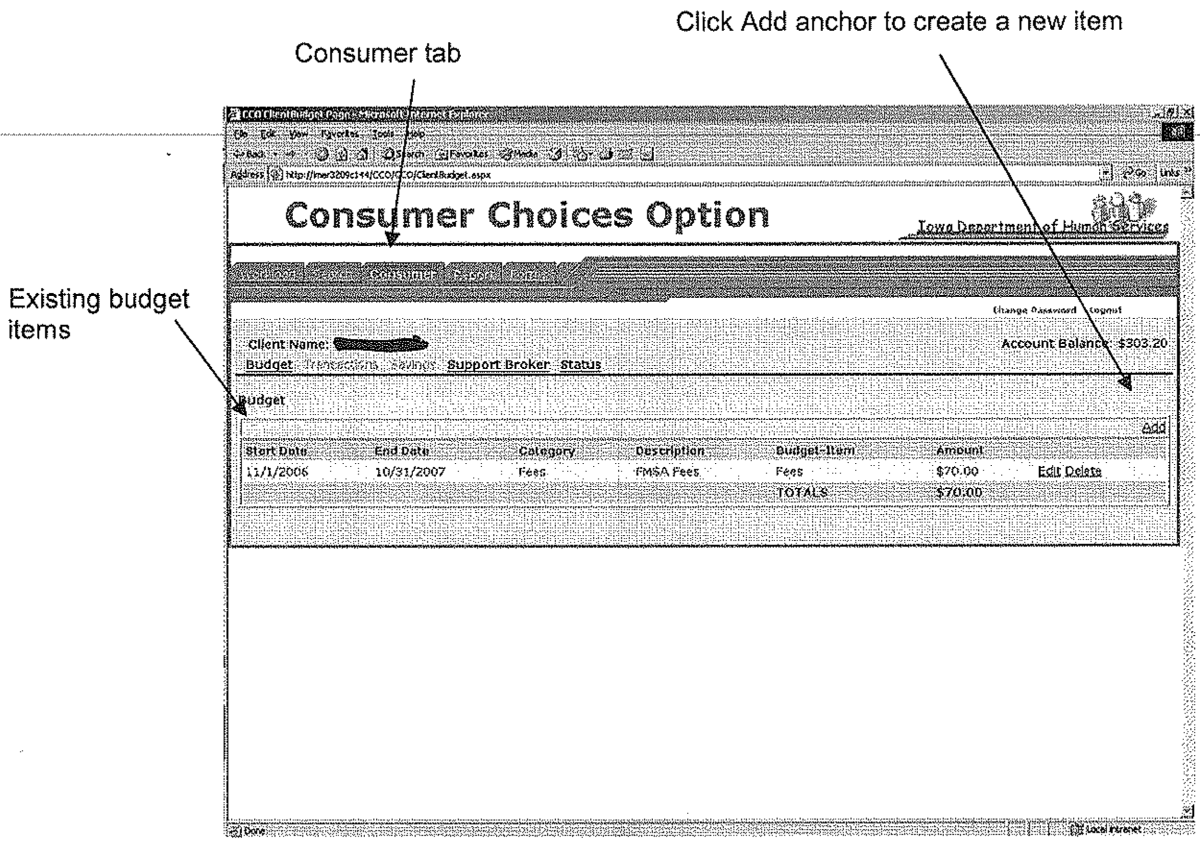


Click on Cancel to discard information and not create a new budget item

- ✓ Click on the Add link to save entered budget information and add the budget item to the consumer.
- ✓ Click on the Cancel link to discard entered information and not create the budget item.

The following screen shows the addition of the new budget item to the consumer as entered in the previous screen. This screen also shows what the consumer screen will look like when at least one budget item is attached to a consumer. The screen lists all of the existing budget items in a grid format. The screen also contains anchors that allow the creation of more budget items, the editing of an existing budget item and the deletion of an existing budget item.

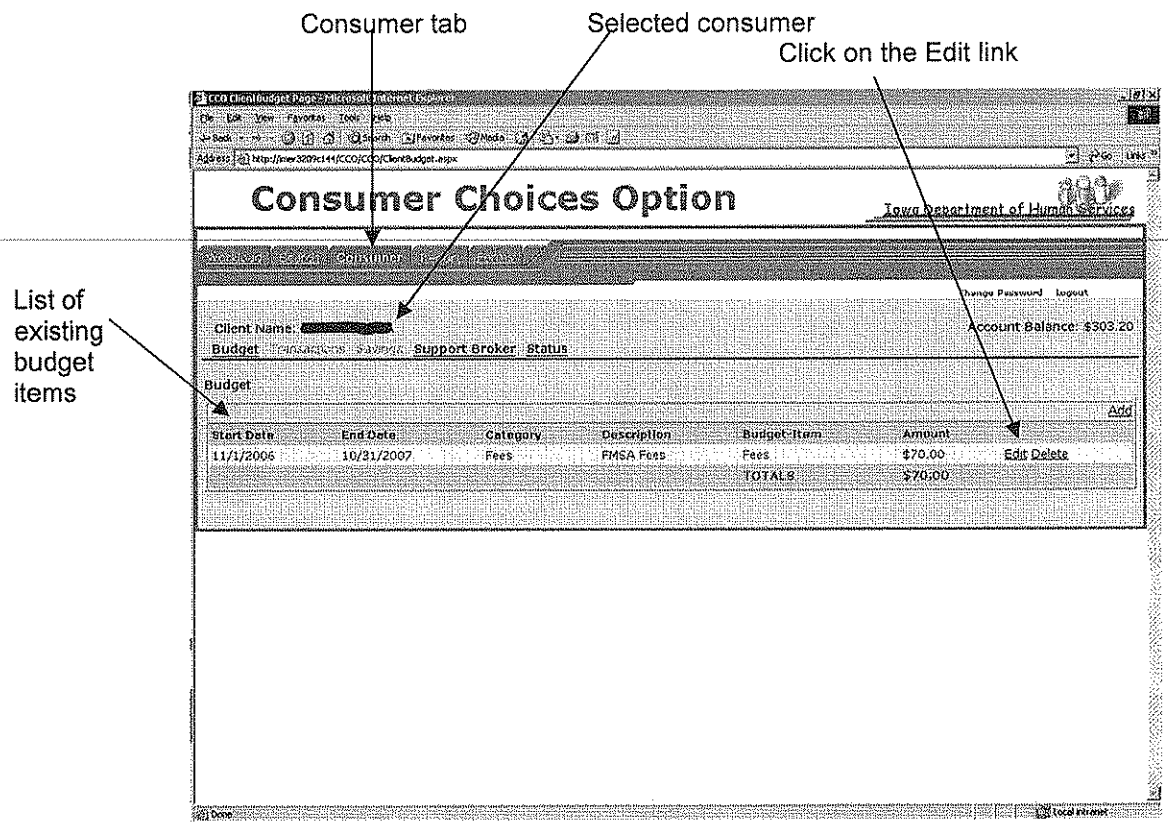
The workflows in chapter three show the need to be able to add new budget items, delete and edit non-standard budget items. The consumer screen assists with the completion of these workflow functions.



- ✓ To create another budget item that will be added to the list of budget items, click on the Add anchor link. A new budget item screen will appear as shown in previous screens.
- ✓ To edit an existing budget item click on the Edit anchor link.
- ✓ To delete an existing budget item click on the Delete anchor link.

Editing a Budget Item

The process of changing an existing budget item begins with the selection of the consumer in CCO then selecting the Consumer tab. Click on the Edit anchor, change and save values. This screen is also known as the "Budget page."

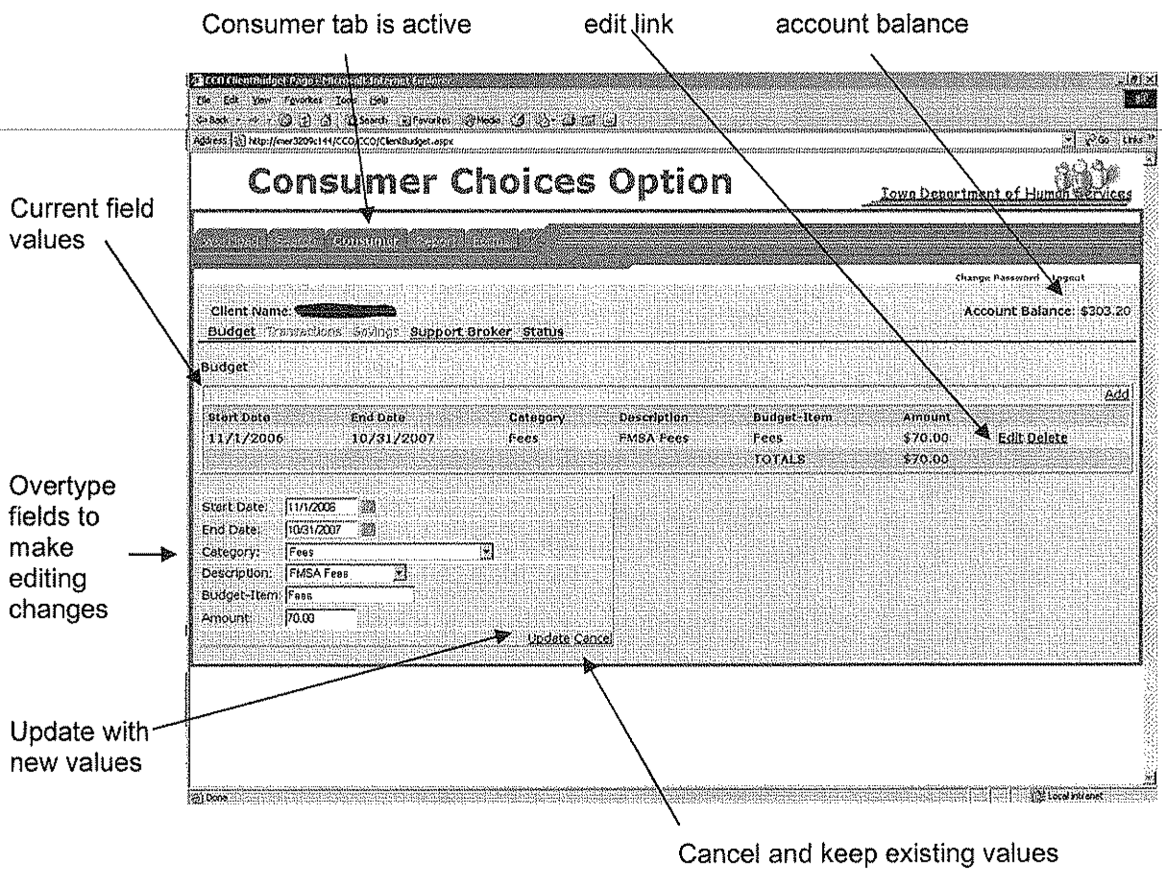


- ✓ Log into the Consumer Choice Option (CCO) application. A valid user id and password must be used to log into the system. The FMSA must also be approved by DHS and security access given before the CCO application can be used by the FMSA.
- ✓ The Workload screen appears on the screen after logging in. The Workload tab is active and will appear in a blue color to indicate that this is the active tab.
- ✓ Find the consumer for whom a budget item will be added. Click on the Search tab to. Enter the State ID or Social Security number of the consumer if known. Enter partial or total first or last name to create a list of

consumers from which to pick. See chapter four for more details on finding consumers.

- ✓ Click on the Consumer tab to activate the consumer screen. The Consumer tab will appear highlighted in blue.

The following screen showing both a list and form view of the selected budget item to edit appears on the screen. Overtype the values in the fields shown in the form representation of the budget item to make editing changes.

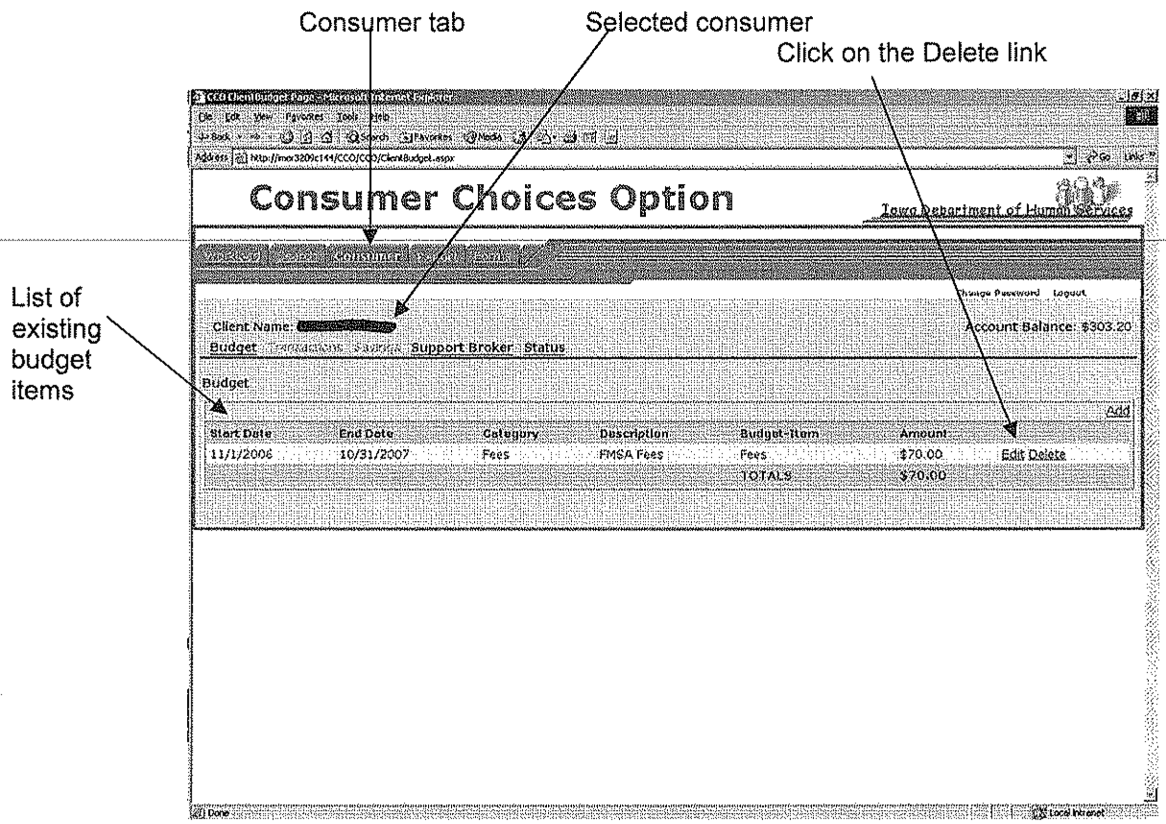


- ✓ Overtype the fields that are to be changed.
- ✓ To save the changes you must click on the "Update" link.
- ✓ To discard the changes click on the "Cancel" link.

After clicking the Update or Cancel link, control will be returned to the budget page, the previous screen showing all budget items in a list view.

Deleting a Budget Item

The process of deleting an existing budget item begins with the selection of the consumer in CCO then selecting the Consumer tab. Click on the Delete anchor in the following budget page.

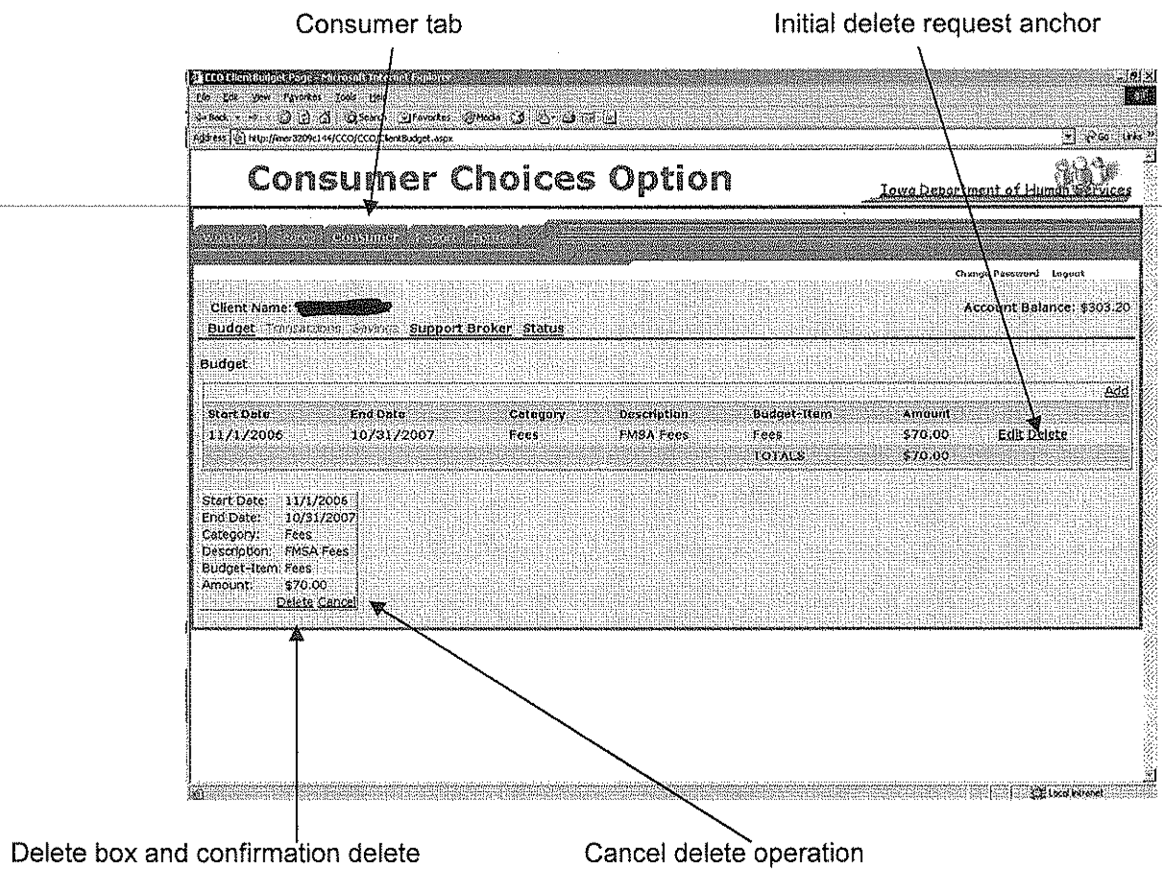


- ✓ Log into the Consumer Choice Option (CCO) application. A valid user id and password must be used to log into the system. The FMSA must also be approved by DHS and security access given before the CCO application can be used by the FMSA.
- ✓ The Workload screen appears on the screen after logging in. The Workload tab is active and will appear in a blue color to indicate that this is the active tab.
- ✓ Find the consumer for whom a budget item will be added. Click on the Search tab to. Enter the State ID or Social Security number of the consumer if known. Enter partial or total first or last name to create a list of

consumers from which to pick. See chapter four for more details on finding consumers.

✓ Click on the Consumer tab to activate the consumer screen. The Consumer tab will appear highlighted in blue.

✓ Click on the Delete anchor to bring up the following delete confirmation screen.



✓ Click on the Delete link to confirm deleting the budget item.

✓ Click on the Cancel link to retain the budget item and not delete it.

Troubleshooting

Question: What if I delete a budget entry and an expenditure has been posted against it?

Answer: Expenditures will not be entered until after 11/1/06. This will be addressed as an edit error at that time.

Question: Can a retroactive budget item be entered?

Answer: Yes. However, this conflicts with the policy that the budget must be planned before items can be spent. System audit trails will identify retroactive activity and appropriate supporting documentation should be kept in the event of an audit.

Summary

- Budget items may be added, edited or deleted by clicking on anchors that appear on the budget page when the Consumer tab is pressed.
- The FMSA is the primary user of the functionality to add, edit or delete budget item capability in CCO.
- Budget item data includes start date, end date, category, description, budget-item and amount.

Chapter Six

Support Broker Identification

What You Can Expect to Learn

Topics in this chapter are directed primarily towards the Financial Management Service Agency (FMSA) and the Consumer Choice Option (CCO) Reviewer.

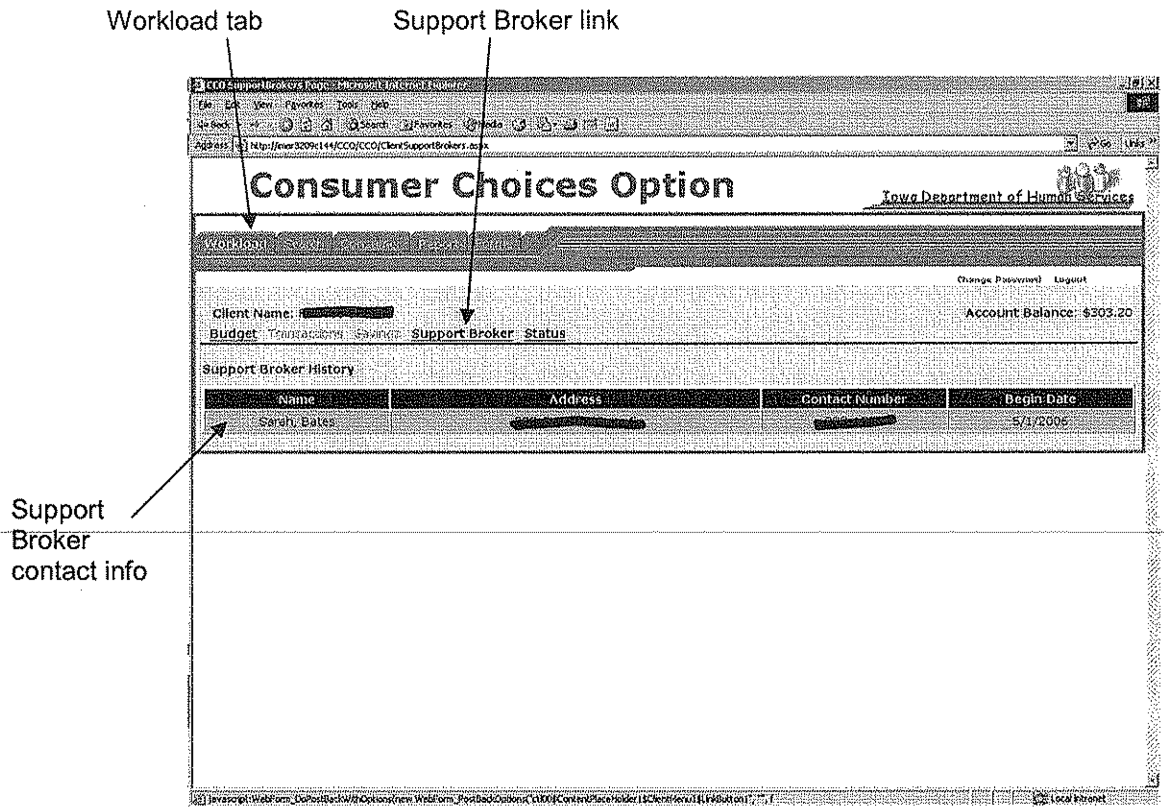
Topics in this chapter include:

- How the FMSA can get contact information for the Support Broker (SB).
- How the FMSA can get contact information for the Case Manager.

Support Broker Contact Information

The Support Broker is the person who works with the client or consumer to develop the individual budget. The Support Broker also works through employment issues for the Individual Service Broker who is the employee hired to perform the services for the consumer.

Contact information for the Support Broker is found on the workload page. Click on the Workload tab to display the workload screen. A link called Support Broker appears at the top of this screen. Clicking on this link causes the contact information for the Support Broker for the selected work item to appear.



- ✓ Log into the Consumer Choice Option (CCO) application. A valid user id and password must be used to log into the system. The FMSA must also be approved by DHS and security access given before the CCO application can be used by the FMSA.
- ✓ The Workload screen appears on the screen after logging in. The Workload tab is active and will appear in a blue color to indicate that this is the active tab.
- ✓ Click on the Support Broker anchor at the top of the workload screen for a selected service.

Case Manager Contact Information

Contact information for the Case Manager is not readily available in the CCO application for presentation to the FMSA. The FMSA normally works with the client and Support Broker. The FMSA will work with the Case Manager on an exception basis. When needed, the client can identify the case manager and supply needed contact information to the FMSA.

Summary

- Support Broker contact information is available within the CCO application program.
- Support Broker contact information can be obtained by clicking on the Workload tab then clicking on the Support Broker link.
- Case Manager contact information is not directly available within the CCO application. The FMSA rarely needs Case Manager contact information but when required, the FMSA can get that information from the client.

Appendix A: Terms

CCO	Consumer Choices Option.
FMSA	Financial Management Service Agency.
HCBS	Home and Community Based Services.
IME	Iowa Medicaid Enterprise
ISIS	Individualized Services Information System
FMSA	Financial Management Service Agency
SB	Support Broker